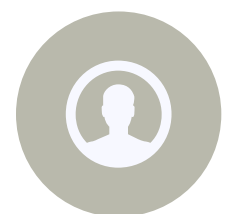


Modernizing IT Operations for a UK-Based FSCS-Registered Specialist Bank

■ Case Study



Overview

Transforming IT for operational excellence

A UK-based financial services compensation scheme (FSCS)-registered specialist bank partnered with Zensar to modernize its IT operations and infrastructure. With a hybrid environment spanning physical data centers and cloud platforms, the bank faced operational inefficiencies, limited visibility, and aging infrastructure. Zensar implemented a unified, cloud-native solution to streamline operations, enhance user experience, and improve system performance



Challenges

Overcoming fragmented and outdated IT systems

The bank's IT landscape was complex and fragmented, presenting several operational and strategic challenges:

- Limited user experience monitoring and analytics
- Reactive operations with minimal automation or self-service
- Low cloud adoption and lack of hybrid cloud management
- 100% of network devices were end-of-life
- No centralized monitoring or management framework
- Multiple disjointed tools for digital data protection (Forcepoint, Varonis, Titus)
- Siloed application and infrastructure operations with low process maturity
- Lack of ownership within the shared services model
- High dependency on the service desk for issue resolution



Solution

Implementing a unified, cloud-native transformation

Zensar deployed a comprehensive transformation strategy to address the bank's challenges:

Unified infrastructure management

- Delivered a single-pane-of-glass view across infrastructure using cloud-native tools
- Enabled containerization, infrastructure as code (IaC), and serverless architecture in GCP
- Maintained a private data center for critical workloads

Operational automation and optimization

- Automated disk space, memory, and utilization management
- Implemented capacity optimization and database tuning
- Applied N-1 firmware/patching and enhanced security protocols
- Adopted remote access network best practices and continuous improvement initiatives

Integrated service delivery

- Established a synergized team across application, infrastructure, and security services
- Introduced single-point ownership for ticket resolution
- Enabled omnichannel, virtual assistant-powered service desk with VIP support
- Deployed self-service and auto-remediation capabilities

Modern device management

- Consolidated and modernized device management
- Implemented zero-touch provisioning for cloud-enabled endpoints

- 40% improvement in database performance
- Business-aligned user experience monitoring for 100% of users
- 75% first-call resolution (FCR) using analytics and automation
- Reduced mean time to resolution (MTTR)
- 20% improvement in overall system performance
- Achieved over 90% uptime through proactive monitoring and management.

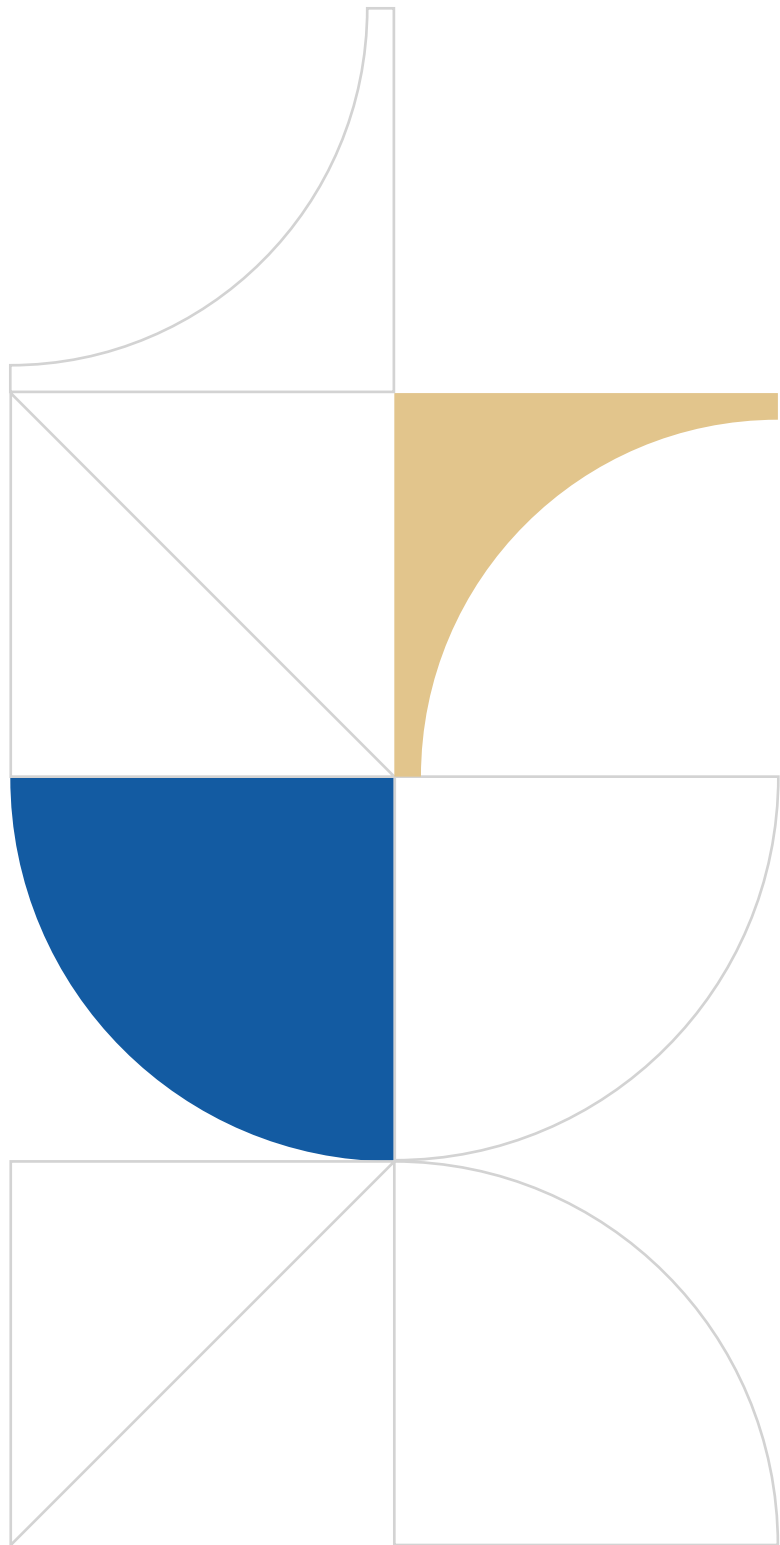


Impact

Enhancing efficiency, performance, and user experience

Zensar’s solution delivered measurable improvements across the bank’s IT operations:

- 100% cloud-enabled device management with zero-touch provisioning
- 25% reduction in resource wastage through automated infrastructure optimization
- 30% increase in operational efficiency via cloud-native solutions
- 35% reduction in deployment time and improved scalability





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