

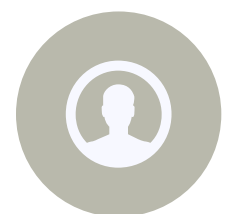
A woman with voluminous curly hair, wearing an orange cardigan, is smiling while looking at a smartphone in her right hand and holding a colorful card in her left hand. The background is a blurred street scene with buildings and a balcony.

zensar

Greenfield IT Setup and Management for a Leading UK Travel Money Provider

■ Case Study

An  **RPG** Company



Overview

Establishing a secure, scalable IT foundation

A leading travel money provider with one of the largest ATM networks in the UK engaged us to execute a full-scale greenfield IT transformation following its divestiture from a parent organization. The objective was to establish a secure, scalable, and compliant IT foundation — spanning infrastructure, workplace, security, and operations — within a compressed timeline.

The scope included:

- Three tier-3 datacentres
- Eight AWS accounts | 500 EC2 instances (300 Windows, 200 Linux) | Eight VPCs | 600 storage volumes
- 1,200+ devices
- 25+ enterprise tools including ServiceNow, Datadog, VMware, Azure Sentinel (100+ GB/day), Qualys, CrowdStrike
- Network: Eight connectivity links | Eight core switches | 21 access switches | Eight firewalls | 35 access points



Challenges

Navigating complex greenfield IT demands

The client faced a complex set of challenges that required a zero-compromise approach to design, execution, and governance:

- Complete greenfield setup post-divestiture across infrastructure, workplace, ITSM, security, and tooling
- Full inter- and intra-communications room network design and deployment
- Segregation of internal organizational data within the Sirra Data Platform
- High availability and backup strategy across multi-AZ AWS regions
- Limited automation maturity and end-user experience monitoring
- Need for cloud-native hosting capabilities and secret management
- Adherence to stringent industry regulatory compliance
- Drive for operational efficiency and continuous improvement



Solution

Deploying a modular, cloud-native IT framework

We deployed a multi-layered, modular solution framework that addressed foundational and advanced IT needs:

Cloud foundation and governance

- Designed and implemented a secure AWS landing zone with multi-AZ high availability in Ireland
- Embedded governance through golden image patching, AWS backup, and predictive monitoring (Datadog + CloudWatch)
- Segregated AWS accounts by business function (network, governance, DTAP)

Network and infrastructure

- Deployed AWS cloud WAN to reduce Meraki router failover latency from 60ms to 12ms
- Delivered a full inter/intra communications room network setup with zero downtime
- Built a greenfield AD/Entra ID and M365 tenant and migrated all user data

Digital workplace and collaboration

- Established UCC federation with tri-existence for seamless collaboration
- Enabled evergreen device strategy with auto-ticketing and auto-remediation

Customer experience and support

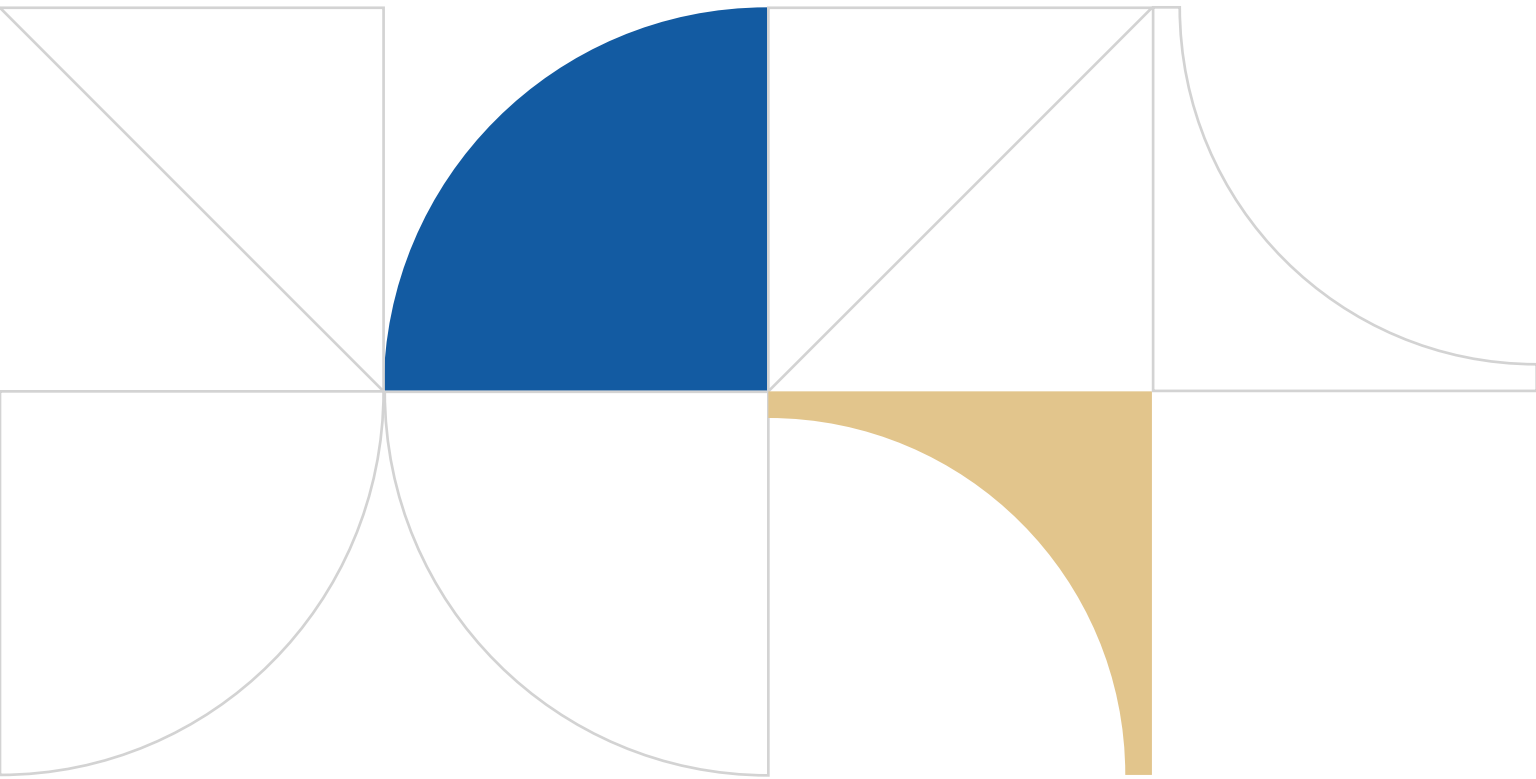
- Deployed omnichannel contact center with voice, chatbot, WFM, call recording, and automated quality management
- Delivered 24/7 service desk and on-site VIP support for critical locations



Impact
Driving efficiency, compliance, and customer experience

The engagement delivered measurable outcomes across operational, financial, and user experience dimensions:

- Rapid execution: Completed full greenfield setup and user migration in just six and a half months
- Cost optimization: Achieved annual savings via reserved instance planning and VM right-sizing using FinOps
- Unified monitoring: Delivered 100% observability through a single-pane dashboard with CloudWatch and Datadog
- Security and compliance: Achieved over 90% patch compliance across hybrid environments
- Enhanced CX: Integrated CRM, voice, chatbot, and analytics into a unified contact center
- Operational efficiency: Realized 75% first-call resolution and automated over 30% of tickets.





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