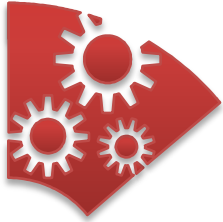


Case Study

2nd Largest Japanese
and one of the Top 10 Global Banks

Location: Across Globe, Year: 2003 Onwards



TECHNOLOGY HIGHLIGHTS

- **Microsoft Windows Server 2000,2003,2008**
- **Unix AIX , HPUX**
- **MS SQL Server, DB2, Oracle**
- **Nortel, VMware**

Scope of Engagement

- Mindlance is serving client in various projects of different domains like IT Infrastructure Management, Application Management and Package Implementation
- Hybrid Support Model – Mix of On-Site & Off-Site Technical Teams
- Dedicated Off-Site Technical team providing Remote Support for clients IT Infrastructure comprising of Desktops, Servers & Networks
- Support for Key Technology Areas like Microsoft, Unix, SQL Server, Oracle Apps, DB2, Nortel, VMware etc

Project Description

- Global Infrastructure Management for Network Support, Desktop Support and UNIX Server Support
- Global Helpdesk Management L1 & L2 Technical Support
- Development, Maintenance & L3 Production Support of a Real-Time, Web-Based Global Corporate Cash Management System
- Development, Maintenance and L1/2/3 Production Support (Remote DBA) for Oracle Databases, SQL Server Databases, DB2 Databases, Oracle Apps (AR/AP/GL)
- Oracle Applications upgrade to 11i.R10.2, DB upgrade to 10g.R2
- Secure Socket Layer Implementation for Oracle Apps

Location Supported & Resources

- Providing support across globe covering North America, Europe, Brazil, Russia, and UAE
- Dedicated Off-Shore Development Center (ODC) at Bangalore, providing High-Quality & Cost-Effective Delivery and serving the above mentioned locations
- More than 37 Technical Resource for Remote Support & 5 Onsite Resources working on various projects

About Mindlance: At Mindlance, we strive to deliver value through the combination of right People, Processes, Technologies and Program Management solutions. Our methods include; Applying Domain Expertise in Specific Industry Segments, Utilizing a Highly-Skilled Technological Workforce and Leveraging a Proven Global Delivery Model to offer Best Suited Cost-Effective Services & Solutions to clients. Visit www.mindlance.com for Mindlance Service Offerings.

Remote Infrastructure Management (RIM)

24X7 Help Desk Support

Professional Services