

Driving Long-Term Value: A 3-Year IT Partnership for Cost Efficiency and Security

Industry: Financial Services
Company Size: 500+ employees



Business Problem

The client faced operational challenges, including limited visibility into IT operations, high cloud costs, poor documentation, low user satisfaction, ineffective SOC management, and issues with end-user support, Azure cloud consumption, and unstable monitoring systems, impacting overall efficiency.

How Intertec Helped

Intertec provided a comprehensive solution with a hybrid IT management model, combining onsite support and 24x7 monitoring services.

- Deployed 24x7 monitoring and support from Dubai NOC for key systems (Windows, AD, Exchange, Linux, AIX)
- Provided a dedicated technical lead onsite for on-the-ground support
- Implemented 24x7 SOC services for enhanced security management
- Optimized Azure cloud costs with targeted cost reduction strategies
- Established structured configuration management and ensured thorough documentation
- Delivered ongoing technology and security advisory to keep infrastructure up-to-date and compliant

Business Outcomes Delivered

Through the successful implementation of the solution, the client achieved significant improvements across several operational areas:

- 25-30% cost savings after cloud re-architecture
- 40% improvement in Customer Satisfaction (CSAT)
- Enhanced transparency with detailed dashboards and reports
- Streamlined configuration documentation and architecture details
- Improved and optimized SOC services with better incident management