



Charter Global

CASE STUDY – Revolutionizing Infrastructure Management: Charter Global’s .NET Cloud Solution for a Global Financial Technology Company

About the Client

The client stands as a global financial technology powerhouse offering a diverse array of services to financial institutions, businesses, and governments. Renowned for their expertise in banking, payments, and risk management solutions, Charter Global undertook a significant project for the client in 2019. In the intricate realm of financial technology, we leveraged the power of .NET technology, enriched with subsequent technologies.

Our collaboration focused on crafting a tailored solution for the Infrastructure Team. We engineered a cloud-based solution for the global financial technology client’s Infrastructure Team, responsible for provisioning tasks akin to IT functions.

Project Goals

- **Enhance User Experience:** Improve the user interface and functionality of the Cloud Ordering Portal to provide a seamless and user-friendly experience for the client’s architects and build teams.
- **Integrate Key Components:** Address the challenge of the existing portal lacking integration with essential Infrastructure components by ensuring a robust integration with various key systems.
- **Automate Processes:** Streamline the process of infrastructure requests, ordering, and deployment by introducing automation, reducing manual efforts, and minimizing turnaround time.

- **Improve Data Management:** Implement a backend solution that enhances data management, providing audit trails and reducing manual updates to ensure accuracy and efficiency.
- **Enable End-to-End Support:** Develop a comprehensive solution that supports the entire cloud ordering and infrastructure build process, catering to the needs of the client's architects, build teams, and leadership teams.
- **Generate Meaningful Reports:** Provide insightful reports on the client's Data Center utilization, capacity metrics, and cost, empowering executives to make informed business decisions.
- **Ensure Scalability:** Design the solution with scalability in mind to accommodate future growth and changes in the digital landscape.
- **Increase Operational Efficiency:** Optimize workflows and processes to increase the overall operational efficiency of the client in managing infrastructure requests and cloud ordering.
- **Facilitate Communication:** Improve communication channels between different user groups (Architects, Build teams, Admins/leadership) through the portal for better collaboration and tracking of order status.

These goals collectively aim to address the challenges outlined in the case study and contribute to the successful development and implementation of the Cloud Ordering Portal for the client.

Key Challenges

The portal the client's team used provided basic user interface to support Solution Architecture and costing estimates for their Infrastructure. It lacked integration with various key component systems of the organization. The client needed a new, feature-rich tool to replace the current application, provide experience of an Enterprise level Cloud Ordering platform to its clients.

Project Description

The Charter Global team collaborated with the client to build user friendly, feature rich Cloud Ordering Portal supporting various users of the system – Architects, Enterprise Architects, Build teams. The front-end application provides easy to use Cloud Ordering experience - view available service catalog items, add the required items to Project infrastructure estimates, view shopping cart, Bill of Materials, update estimates, submit/checkout project estimates.

Backend provides important validations of the client's Data Centers capabilities to serve project estimates, submit the estimates to backend Deployment team for build/deployment of infrastructure requests, provide key integrations with ServiceNow, etc. The portal also includes backend Data management operations with Audit trails in place of manual updates to data.

The solution supports cloud ordering and infrastructure build end to end, i.e.

- The client's enterprise architects to create infrastructure requests, specify platforms, products, environments, submit and track order status via ordering module.
- The client's build team receives submitted orders, initiate infrastructure build process, sends status of order back to ordering module.
- Admins/ leadership teams to view the infrastructure metrics, cost etc. at project, data centers levels.

Results

The new portal provides the much-needed digital workflows for the client's Architects, reducing turnaround time of Order Capture to build/fulfillment of the Cloud infrastructure. The portal also provides useful reports of how the client's Data centers are utilized, their capacity metrics, and helping the client's executives in important business decisions. With Backend Data Management tools, the Enterprise Architects can manage Service Catalog items, pricing, availability of catalog items more efficiently compared to the previous manual process.

Why Charter Global

The solution we delivered played a transformative role, enabling the Infrastructure Team to transition from manual Excel-based processes to a sophisticated and user-friendly rich UI. It's important to note that the ultimate beneficiaries of this technology are the banks serviced by the client, relying on their robust infrastructure for seamless operations.

- Expertise in developing feature-rich, enterprise-level solutions.
- Proven track record with over 100 successful projects.
- Specialization in streamlining digital workflows and infrastructure management.

About Charter Global

Founded in 1994 by Murli Reddy, Charter Global, Inc. has grown to a team of nearly 1000 consulting professionals dedicated to mid-market and enterprise success in the digital economy. With 28 years of experience, we've executed over 100 successful projects, refining methodologies for industry-leading solutions. Our client portfolio spans industries such as pharma, manufacturing, telecom, finance, healthcare, media, entertainment, airline, energy, retail, and hospitality. Headquartered in Atlanta, GA, with offices in the U.S., India, and Serbia, we're well-positioned to help businesses transform in a rapidly changing world.