

A COST-EFFECTIVE SOLUTION FOR ENHANCED NOC MONITORING

Regional Bank Partners with AIS for Network Operations Center Support

A leading regional bank with nearly \$19 billion in assets and more than 90 branches partnered with AIS to expand its Network Operations Center (NOC). The NOC was managed by a single FTE (Full Time Equivalent) over a nine-hour day shift. Bank leadership wanted to explore outsourcing opportunities to support their in-house IT team, as they focused on broader growth initiatives for the bank. The first step in the bank's IT outsourcing journey focused on NOC monitoring and notification to extend coverage and quality of service.

THE EVALUATION

Bank stakeholders evaluated AIS on the following points and were highly impressed with the overall assessment.

- **Job Knowledge:** Experience deploying a fully-functioning and feature-rich NOC managed by highly experienced IT professionals.
- **Resource Availability:** NOC resources functioning 24 hours a day, seven days a week, 365 days a year.
- **Cost Savings:** Below-market rates on resources that deliver high-quality service.
- **Physical Security:** Robust security features including round-the-clock monitoring, effective control and warning systems, restricted access and backup generators.
- **Compliance:** Program functioning in accordance with client policies and training requirements. As priorities change, the program can easily adapt and be reconfigured without disrupting operations.

THE AIS SOLUTION

AIS thoroughly reviewed the bank's existing NOC processes and documented the immediate needs and requirements. It was determined that a solution could be implemented in two phases.

In Phase I, after shadowing the bank's NOC engineer, AIS deployed two FTE to extend the monitoring period of its IT infrastructure to 18 hours per day on weekdays. As a proof of concept, AIS developed enhanced monitoring procedures to respond more effectively and provide additional insight into network events. AIS engineers demonstrated their agility by assisting the bank outside of the contracted hours with ad hoc requests on multiple occasions. This earned the bank's confidence and allowed the initiative to progress into the second phase sooner than expected.

With Phase II, AIS built out a dedicated NOC room allowing for additional monitoring capacity. AIS added three FTE to extend the bank's NOC monitoring coverage to a 24/7/365 solution. Within three months, AIS ticket coverage nearly tripled to 83%.

AIS' competency allowed the bank to migrate additional responsibilities to the NOC, including:

- Independent Post Patch Alert Monitoring
- ACBS Deferment File Transfer and Reports
- ATM ITM Transaction Gateway File Transfer Alerts
- Data Center APC/UPS Alarm Monitoring

The positive NOC experience gave AIS the opportunity to fulfill 10 new IT/IS positions to support Salesforce integration, application development and QA automation.