

Optimizing Operations and Infrastructure for a Leading **NBFC-MFI**



ABOUT US :

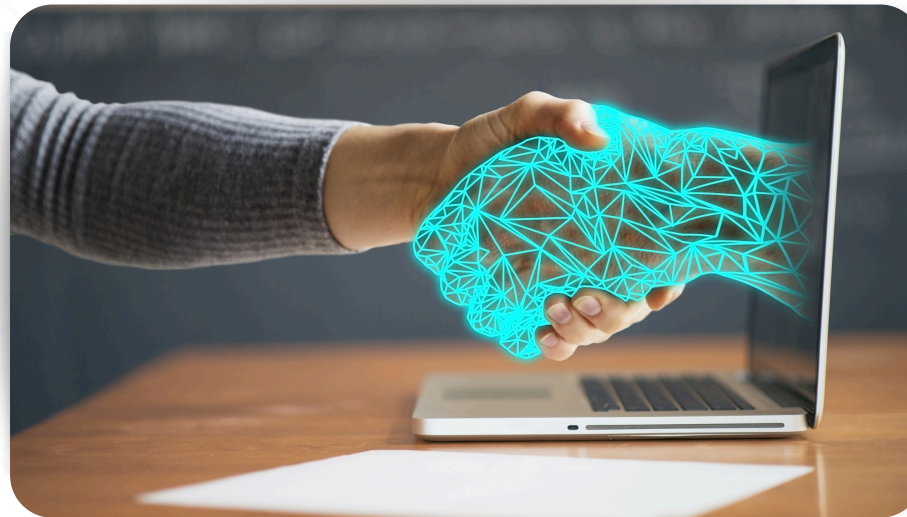
ThoughtSol Infotech is a leading IT system Integrator and cloud services provider company on a mission to enable businesses to grow through Digital Transformation. We help them to leverage the power of IT for a 360° impact on their business operations via our solutions and expertise that spans across **Cloud Services, Cybersecurity Services, Data Center Solutions, Digital Solutions and NextGen Services.**

YEARS IN BUSINESS **10+**

100+ CERTIFIED RESOURCES

NUMBER OF CLIENTS **402+**

HAPPY EMPLOYEES = HAPPY CUSTOMERS



We are certified with Excellence in **Quality Management, Service Management, Information Service Management, Environmental Management and Business Continuity Management** .

We are at CMMI LEVEL 3



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INDUSTRY:

NBFC - MFI

THOUGHT-SOL[®]
— Exceeding Expectations —

ABOUT THE CLIENT :

Our client is a prominent Non-Banking Financial Company - Microfinance Institution (NBFC-MFI) focused on rural development. With a pan-India presence, the client primarily offers income generation loans under the joint liability group model, predominantly targeting women. As of March 2024, the client's Assets Under Management (AUM) stood at approximately Rs 11,970 crores.



BUSINESS CHALLENGES:

- **Database Management:** Frequent database job failures, synchronization issues, and inefficient administration.
- **Infrastructure Costs:** High operational costs due to inefficient use of cloud infrastructure.
- **Cloud Support:** Inadequate cloud support leading to suboptimal performance and reliability issues.
- **Operational Coordination:** Lack of seamless coordination between application, database, and infrastructure teams.





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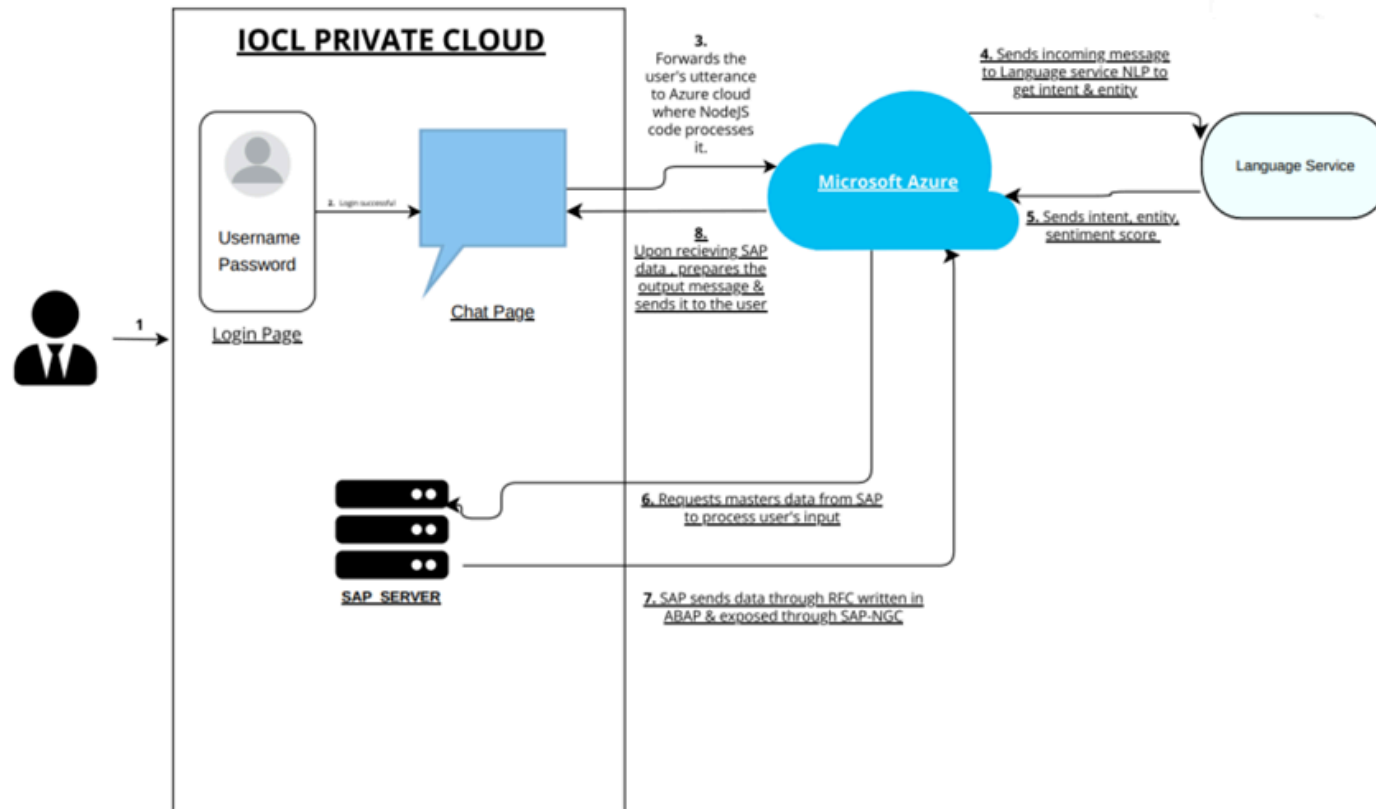
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SOLUTIONS OFFERED

- **On-Site Support:** Deployed expert teams on-site for real-time troubleshooting and support.
- **Database Management:** Addressed daily DB challenges including job failures and synchronization issues.
- **Implemented automation** for cleanup activities and server auto-shutdown to streamline operations.
- **Infrastructure Optimization:** Migrated from the old Azure subscription to a new one, optimizing configurations based on usage to save costs.
- **Reduced infrastructure costs by 20-30%.**
- **Cloud Support:** Provided comprehensive Azure cloud support, ensuring smooth and efficient cloud operations.
- **Operational Coordination:** Facilitated smooth functioning between the application, database, and infrastructure teams.
- **Ensured 24/7 monitoring and support** through the Network Operations Center (NOC) team.
- **Round-the-Clock Support:** L1 and L2 support availability 24/7 to handle any issues promptly.

TECHNOLOGIES USED

Workflow Diagram:



OFFERINGS:

- Azure Cloud (End to End)



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IMPLEMENTATION PROCESS



- **Assessment and Planning:** Conducted a thorough assessment of the existing infrastructure and identified areas for improvement.
- **Migration:** Executed a seamless migration from the old Azure subscription to a new one, ensuring no data loss and minimal downtime.
- **Infrastructure Optimization:** Optimized infrastructure configurations based on usage patterns to reduce costs.
- **Smooth Data Migration:** Expertly crafted scripts facilitated smooth data migration, ensuring data integrity and minimizing downtime.
- **Coordination and Support:** Established robust communication channels between different teams to ensure smooth operations. Provided 24x7 monitoring and support through the NOC team.



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BUSINESS IMPACTS



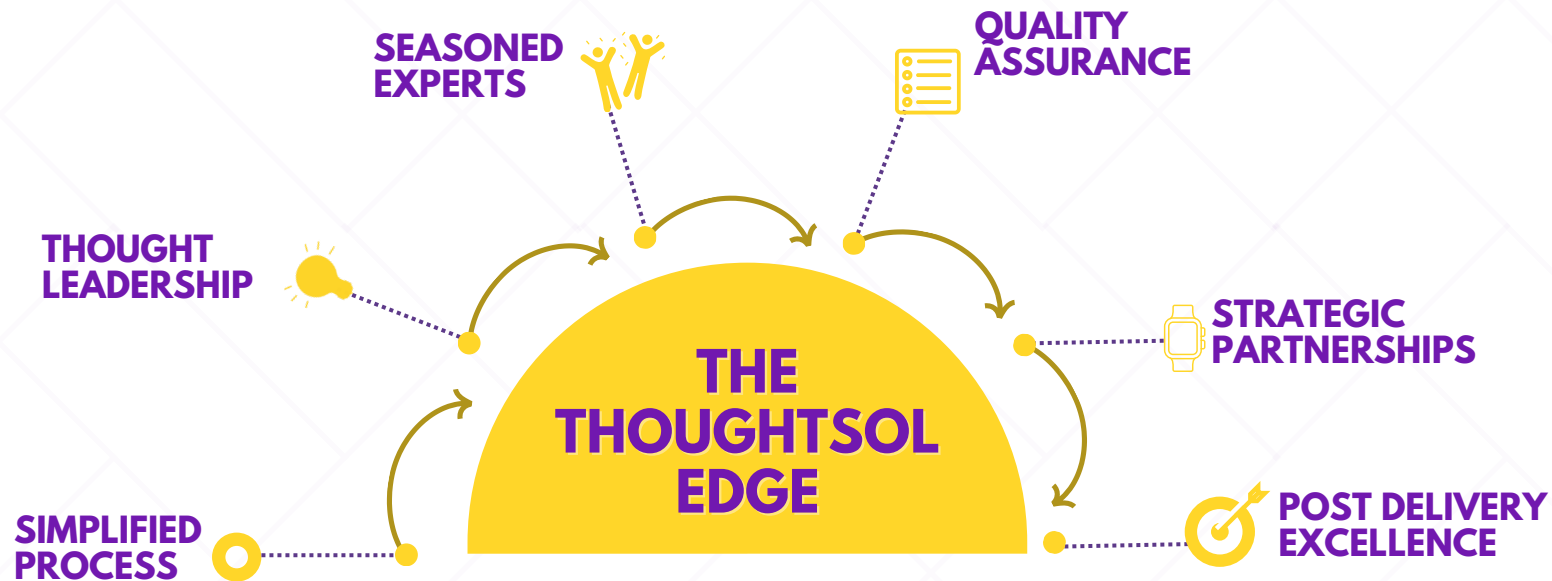
- **Operational Efficiency:** Within a mere two months, all processes were streamlined, eliminating operational bottlenecks and enhancing overall efficiency.
- **Exceeding Targets:** Empowered by our IT solutions, our client surpassed its financial targets, achieving an outstanding 120% of the set goals by the fiscal year's end.
- **Seamless Vendor Transition:** ThoughtSol facilitated a seamless transition from the previous vendor, ensuring continuity of operations with zero data loss.
- **Resolution of DB Sync Issues:** Database synchronization issues were effectively resolved, optimizing query performance and eliminating blockers that previously impeded operations.

CONCLUSION :

ThoughtSol's technically robust IT solutions positioned our client for sustained growth and success in the NBFC-MFI sector. Leveraging cutting-edge technologies and expertise, we enabled our client to focus on their core mission of rural economic empowerment.



THE THOUGHTSOL EDGE:



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We believe in the happiness of all our stakeholders and keep our **customers at the centre of everything** we do.