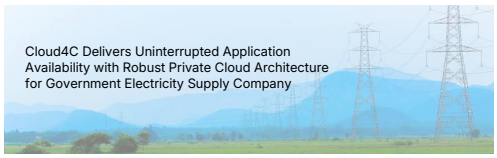
CLOUD4C
Part of Capgemini

CASE STUDY



Cloud4C Delivers Uninterrupted Application Availability with Robust Private Cloud Architecture for Government Electricity Supply Company

Private cloud hosting, multilayer security and pre-integrated DR solution helps the electricity supply firm with seamless billing process and high availability of end user applications

The Government Electricity Supply Company, is on a mission to pioneer power distribution arena in South India with top notch customer experience. But, hitches in billing applications delayed the process, impacting end customer access to the payment systems. The company appointed a leading IT provider with the responsibility of moving legacy on premise infrastructure to a new age, advanced ERP application, on cloud .The IT partner approached Cloud4C as an infrastructure hosting partner for our proven expertise in cloud deployment, for several government entities around the world. Our MeitY compliant cloud solutions included Infrastructure as a Service (IaaS), Network as a Service (Service) and Security as a Service (Service) with a pre-integrated DR solution, ensuring stringent security and easy scalability.

About the Client

Covers
40, 000+
Sq. Km. area

Power distribution to over
200
lakh people

The Government Electricity Supply Company has been serving multiple districts in a South Indian state with power distribution since late 1990s. The districts covers an area of 40,000 Sq. Km, with a population of over 20 million.

About the IT Partner

The government firm's enlisted IT partner was part of a leading Indian multinational group, blazing new trails and creating connected experiences for a connected world. The multi-billion dollar company with 100,000+ professionals across 90 countries supports Fortune 500 companies with information technology services.

The Challenge



Shrinking Application Performance

The government electricity supply company's on premise infrastructure was not geared for peak application performance. The system faced multiple hitches and frequent downtime, impacting end customer experience in the monthly billing process. Also, round the clock monitoring of the systems with limited resources strained the internal IT teams. The glitches did not permit the team to provide seamless application access and experience to the end customer.

Need for MeitY Compliant Managed Services

The government firm required new age ERP solution support and cloud hosting partner for IT modernization. Also, the legacy applications had to be deployed on a private cloud infrastructure, adhering to MeitY compliance regulations. The client needed the expertise of a Managed Service Solution provider to build advanced cloud infrastructure with dedicated features for the end customer.

Critical Security Architecture

Security was paramount for the organization, considering the Government ownership and confidential transactional data. They were in need of a secure architecture with role and identity based access for premium security. Applications including IAM, Analysis, Jump Servers for secured logins, encryption of data on transit, encryption of data at rest and log collection for compliance had to be deployed on MeitY empaneled cloud.

The Solution

Cloud4C proposed hosting of ERP and other confidential applications on private cloud for uninterrupted business continuity and swift end user access. Our MeitY empaneled cloud solutions included multilayered security designed for Government institutions, pre-integrated DR with bi-annual drills, Managed Service Solution with availability of multi skilled, multi technology expertise of 25 CoEs and SMEs on call for round the clock monitoring.

Ensuring Business Continuity with Advanced Cloud Infrastructure

Our proven ability in successful cloud deployment for Government organizations helped design unique solutions for the government firm. The existing application is to be replaced with a new ERP platform designed by the firm's IT partner. Cloud4C will host the ERP workloads and other applications on an advanced private cloud, ensuring scalability and application performance. Our expertise in private cloud hosting guarantees high application availability up to operating systems (OS) with an uptime of 99.995%. The private cloud will be provisioned in Hyderabad as Primary Production Datacenter.

Pre - Integrated DR Solution and MeitY Compliance

The client needed a MeitY empaneled cloud and Cloud4C's expertise in providing solutions for Government entities won the firm's trust. Our cloud solution includes a pre-integrated disaster recovery (DR) mechanism to meet the stringent SLA requirements. DR private cloud will be provisioned in Mumbau as DR Datacenter and ensures efficient failover and failback mechanism in case of disaster recovery invocation. The solution also includes a bi-annual DR drill. Cloud4C takes complete ownership of the architecture in meeting the RTO and RPO for peak data availability with minimum dependency on the firm's resources.

Ensuring security with Cloud4C SOC

The government firm's IT partner needed a secured, isolated, dedicated infrastructure, capable of handling external or internal threats including DDOS attacks, Bot attacks, SQL Injection attacks, Cross Scripting attacks with Jump Servers for secured login to admin users to manage the application. Stringent security is of prime importance to the firm, for confidential Government and transactional data involved in the cloud hosting.

Cloud4C offers a unique solution where we provisioned additional resources to meet the security requirements without interrupting the standard billing process. We designed a multi layered security architecture that protects the perimeter network physical datacenter, DC / DR network infrastructure and Cloud endpoints. The security solutions include IPS, IDS on the Firewall s, WAF for the Applications hosted in the infrastructure, Host based IPS services on each endpoint devices, Jump Servers for secure logins to the servers for admin access, Anti-prevention threat services, Encryption of Personal Identity Information, Encryption of data in transit and Encryption of data at rest.

Our teams further strengthened the architecture by implementing Security Information and Event Management (SIEM), Penetration Testing for external facing devices or systems and HBBS. The overall mechanisms will safeguard the application from any threats that could possibly attack the application.

Complete Ownership of High Performing Infrastructure with Expert Managed Services

Our proven ability in successful cloud deployment for Government organizations helped design unique solutions for the company. The existing application is to be replaced with a new ERP platform designed by the IT partner. Cloud4C will host the ERP workloads and other applications on an advanced private cloud, ensuring scalability and application performance. Our expertise in private cloud hosting guarantees high application availability up to operating systems (OS) with an uptime of 99.995%. The private cloud will be provisioned in Hyderabad as Primary Production Datacenter.

Key Accelerators

- **Dedicated Private Cloud** provisioned in Hyderabad and Mumbai for business continuity
- **Multi-Level Security** ensuring Cloud4C SOC for Government organizations
- **MeitY Empaneled Cloud** for compliance
- **Pre-integrated DR solution** with efficient failover and failback mechanism
- **Managed Service Solution** for zero disruption and round the clock monitoring

Results

- Peak application performance
- Uninterrupted business continuity
- 99.5% SLA upto OS level
- 30% reduction in TCO

globalsales@cloud4c.com | www.cloud4c.com