TRIPURA COOP-CASE STUDY

INTRODUCTION

Customer is one of the largest cooperative banks with a very large customer base. It is channeling Cooperative credit through its member District Cooperative Central Banks and Primary Agricultural Cooperative Credit Societies to the resource-needy and enterprising farmers in the state.

PROBLEM STATEMENT

The organization in the BFSI sector grapples with the intricate task of overseeing and managing a sophisticated IP/MPLS Network Infrastructure. The challenges lie in the management of diverse components such as routers, switches, firewall etc. Key problems include guaranteeing high availability, establishing efficient node provisioning, configuring monitoring protocols, managing faults and performance, seamlessly integrating with incident management, and establishing a robust long-term support system. Achieving success requires a detailed, end-to-end approach encompassing meticulous configuration, integration, and testing to align with the precise organizational requirements in the BFSI sector.

SOLUTION TO THE PROBLEM

TechBridge's solution encompasses the deployment of critical components:

Network Management System (tbXMS):

- Monitors network infrastructure.
- Conducts fault and performance management for IP/SNMP-enabled devices.
- Supports various protocols, including SNMP and ICMP.
- Parameters monitored include CPU, memory, link status, bandwidth, errors, losses, and traffic behavior.
- Services provided: Network monitoring, device detection, performance analysis, device management, and fault management.
- Activities include fault management, alarm management, event management, availability monitoring, performance management, correlation, RCA, custom reports, user-specific dashboard, and notification management.

Industry

- BFSI

The Company

- The Tripura State Cooperative Bank Limited (TSCB), founded on January 21, 1957, with its headquarters in Agartala, is a leading cooperative credit institution in India. It serves as a pivotal channel for cooperative credit distribution, collaborating with District Cooperative Central Banks and Primary Agricultural Cooperative Credit Societies. TSCB plays a crucial role in providing financial support to resource-needy and enterprising farmers in the state. As a government-partnered bank, it has been a significant contributor to the cooperative credit landscape since its establishment.

BIG SAVING

Revolutionary automation slashes manpower costs, ensuring unparalleled efficiency and seamless operations

Server Performance Monitoring (tbXMS):
- Monitors server resources for optimal performance.
- Tracks CPU utilization, disk utilization, CPU load, memory utilization, and operating system parameters.
- Applications Manager provides real-time monitoring for metrics such as memory utilization, disk I/O, network interface, hardware health, and more.

Helpdesk System (tbITSM):
- Provides incident management, problem management, and change management.
- Implements SLA tracking for incident resolution time.
- Manages ticketing and automatically creates tickets for NMS-detected issues.
- Manages assets and hardware inventory.

Unified Dashboard (tbDashboard):
- Presents a centralized view of critical metrics and data.
- Custom reports for insightful data presentation.
- User-specific dashboards tailored to individual needs.

The proposed solution ensures end-to-end configuration, integration, and testing to meet specific organizational requirements. It addresses challenges related to high availability, node provisioning, monitoring protocols, fault and performance management, incident resolution, problem identification, change control, and long-term support. TechBridge aims to establish a resilient and efficient IT infrastructure aligned with organizational goals.

BENEFITS TO THE CUSTOMERS

- Enhanced Network Reliability: Continuous monitoring and fault management ensure reduced downtimes, improving network availability.
- Monitoring Server Performance: Proactive tracking and monitoring of server metrics maintain a smooth end-user experience.
- Efficient IT Support: Streamlined incident and problem management, along with SLA tracking, enhance the efficiency of IT support processes.
- Centralized Monitoring and Reporting: The Unified Dashboard provides a centralized view and custom reports, aiding informed decision-making.
- User-Specific Dashboards: Tailored dashboards for individual users enhance the user experience, providing relevant insights based on specific roles.

Dashboard

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