

# Environment Management and Application Support

## The Challenge

Our client is one of Australia's largest Banks, providing a range of banking and financial services to approximately six million Retail and Commercial customers through a network of around 800 branches, 115 business centres and 2,700 ATMs.

Our Client required a trusted partner to maintain and support a complex application which included about 40,000 tables and over 350 processes which provided information to various groups both internally and externally.

The platform is business critical and used for compliance reporting, management reporting and contractual obligation reporting and has over 500 users.

## Our Solution

InfoCentric took sole responsibility for the support and maintenance of this complex and business critical platform.

Our services included:

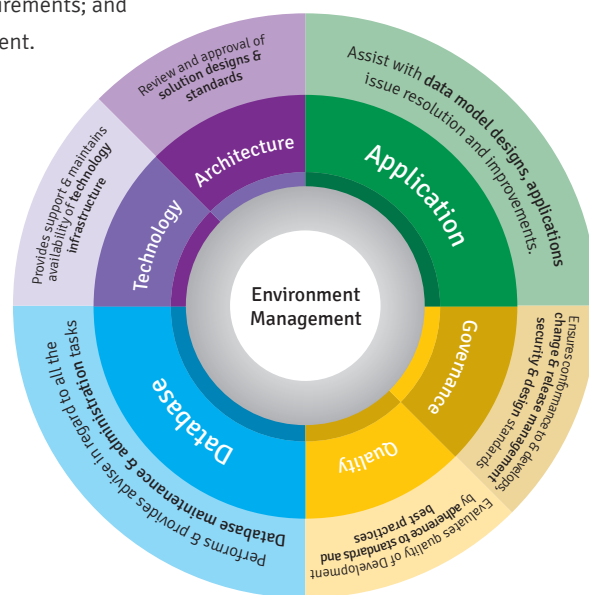
- Management of the application architecture;
- Application metadata;
- Archival of obsolete Data/Projects;
- Source Control Management;
- Windows and Unix access and space management;
- License tracking and management;
- Troubleshooting of Application Issues;
- Access requirements and Requests;
- Evaluate, Recommend and Approve Banking Standards;
- Capacity Planning;
- Support of Project requirements; and
- Performance Management.

See diagram.

## The Benefits

InfoCentric employed best practices and thought leadership in application support and maintenance underpinned by a team with trusted expertise and capabilities in not only technology but also Banking and Financial Services. The team delivered a low-risk and cost effective service. This has resulted in high availability of the platform as well as increased business satisfaction.

**How will InfoCentric help enhance your organization Insight today and tomorrow?**



InfoCentric Environment Management Services

## Trusted Delivery Partner

*"I'm delighted to have InfoCentric as a Trusted Core Delivery Partner, supporting our Customer Insights and Analytic infrastructure, which directly underpins the bank's Campaign Management and Customer Communications for the Australian division. InfoCentric continues to provide valuable thought leadership and future innovations, and remains integral in the development of our foundational Informational Management technologies and processes"*

*Senior Manager, Information Strategy and Delivery,  
Major Australian Bank*

*"Without this platform our bank could not operate its critical business process effectively, InfoCentric is pivotal to its continued operation"*

*General Manager, Innovation*

## Engage with InfoCentric

Find out how InfoCentric can help you get more insight into your organisation's information today.

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