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Kanbay - Creating an effective IT Infrastructure

A Case Study

March 2008

Introduction

Kanbay is a global integration and managed solution provided company providing high-value, technology enabled business solutions to clients in financial service industry.

Business need

Kanbay has installed high performance Unix boxes, processing critical business processes at various client locations. Due to the critical nature of tasks undertaken by these machines, any system failure and recovery thereof is of the paramount importance to the company.

Scenario

Until now, Kanbay was using a Paging Network based service to report system failure to the service engineers, wherein a message was paged to the service engineer/system administrator in case of a system failure.

However, despite being an expensive mode of communication, paging did not provide a robust and reliable communication solution.

One of the biggest bottlenecks was that once sent, the message did not carry any acknowledgement. There was no way the system could know that the SOS message has reached the intended system administrator/service engineer. Moreover, every service engineer had to be equipped with a paging device. The area coverage of the paging network also posed potential bottleneck within the scheme.

ValueFirst Messaging Pvt. Ltd.

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SMS
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Solution

After carefully analyzing the process model employed by Kanbay, ValueFirst offered an innovative solution, called AirMail.

- ValueFirst AirMail is an email-to-SMS gateway service.
- Airmail can convert normal email messages into SMS and forward them to any GSM/CDMA recipient around the world.
- Comprehensive MIS provided for every SMS including delivery/failure reports. You can easily track every SMS message that was delivered or failed.

Application

Once integrated with Kanbay Systems' server, the SOS messages generated in the event of a system failure are directed to AirMail servers in form of email.

The AirMail servers forward the incoming email messages to the intended recipients in the form of SMS messages. This whole process gives Kanbay a clear-cut advantage of using a robust and cost effective messaging framework.

Benefits

- Highly cost effective as no extra hardware/network dependence is needed.
- Highly reliable as instant delivery reports are available providing the status of message.
- Wider coverage area as SMS messages can be sent to any GSM/CDMA mobile in the world as opposed to limited coverage of paging network.
- Easy integration as no extra hardware/software is needed for using AirMail.

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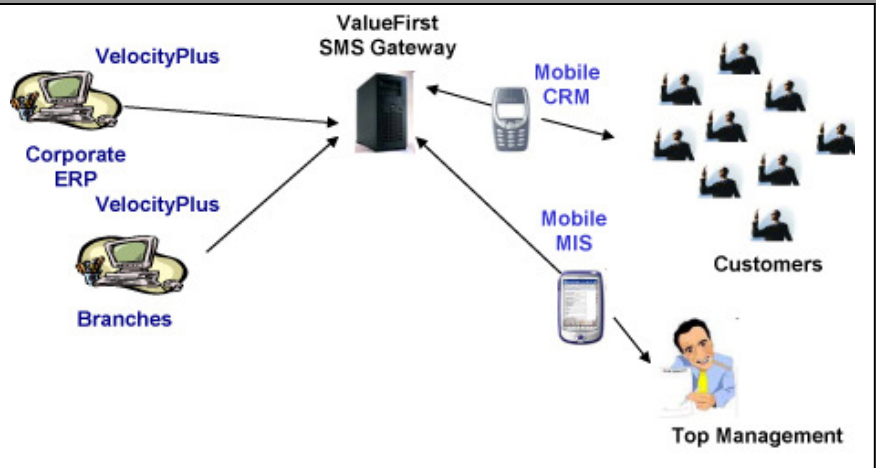


ValueFirst USP

- 24 X 7 supports.
- Least time to market – deployment typically is done in one day
- Scalable solution in terms of architecture
- Highly configurable products - processes can be configured on-the-fly
- Redundancy of servers with load balancing, failover mechanism and least cost routing
- Carrier-Class enterprise mobile messaging including delivery reports and queuing in case of server breakdown
- Redundancy of operators by virtue of being connected to multiple mobile network through operators and aggregators globally

The below diagram describes the pictorial representation of schematic architecture of the services deployed by ValueFirst.

ValueFirst Mobile Data Service Architecture



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