

RIM Services - Large Travel Management Provider

Overview (Client Profile)

Client is a provider of global corporate travel management. The company, based in Utrecht, operates in 90+ countries, with US\$14 billion in total sales

Project Description

- Company is made up of a collection of capability and services that can be combined in various ways to meet travel program and business Goal.
- Project scope includes applications that are hosted in KC and Atlanta Datacenter (IIS, .Net, Apache, Java etc) executed in an onsite/offshore model
- Application and Services for various websites are hosted in IIS and Apache Environment in KC and Atlanta datacenter and we are providing the remote desktop support for application deployment, Patch deployment and application troubleshooting..

Business Challenges

- Dependency for Remote server support and Database changes in the production server environment.
- Deployment plan from the dev and other vendor are not in proper way and there is a risk to execute it.
- The application documentation is not updated.

Scope, Environment

Environment:-

- Windows 2003/2008, IIS 6.0/7.0, Apache, Load Balancer
- .Net, PHP, Mainframe
- Change management for production deployment, PeopleSoft case resolution and production troubleshooting.
- Applications are hosted in VM and Windows Environment.

Scope:-

- Setup Production and Staging environment, Release and Patch deployment in production server, Application troubleshooting, Monitoring setup for application

Three Value Adds/ Business Benefits

- For dependency of remote machine we are using the VM Viewer client to connect to their production Environment and coordinate with their local infrastructure team to setup the production and testing environment in KC and Atlanta Datacenter
- Communicate with dev team and vendor for better understanding of the deployment plan.
- Update the all application document and place it on a shared location for other team for supporting application.