

# **TRAVEL COMPANY CASE STUDY**

## **TATA COMMUNICATIONS MEETS A CUSTOMER'S NEED FOR A SECURE INFRASTRUCTURE WITH A FULLY MANAGED SOLUTION**

The client, a start-up subsidiary group of an established travel business company, recently launched operations in India to process visas online for Indian travelers. Historically, the India consulate had manually processed all tourist or immigration visas, but turned to the client to expedite the work, since the current method was inconvenient and time-consuming for travelers.

In order to process visas efficiently, the client needed a cost-effective Managed Hosting service that would provide the secure infrastructure required to route highly sensitive information. The solution would also be scalable to grow with the group's business and enable them to only pay for the services they require currently.

The operational responsibilities of the subsidiary group included:

- Supporting, managing and monitoring software and applications, as well as database requirements
- A managed platform, to be accessed through the Internet for user and travel company management functionality

### **The Tata Communications' Proposal**

Tata Communications was brought into the project to support the network infrastructure, host managed servers and the related operating systems. The proposal was expanded to include managed Wide Area Network (WAN) services from Tata Communications' data centres, managed firewall and colocation services. Within the solution proposed by Tata Communications, the primary data centre would be based in the UK. This facility has recently been upgraded to become a disaster recovery location.

### **Building a Solution**

Tata Communications was able to meet the client's needs with a low-cost, efficient Managed Hosting service. The solution manages and monitors servers and switches, ensuring high availability. It also instituted a data backup, to meet regulatory requirements for protecting customer information.

As part of the service, Tata Communications also provides Managed Storage and Managed Security services. Managed Storage consists of a multi-gigabit Storage Area Network (SAN) service, while Managed Security includes an Intrusion Detection System (IDS) that manages and monitors firewalls.

Managed Security builds upon the critical security measures that were already in place, which included customer specific guidelines and policies. Incorporating Intrusion Detection System (IDS) event monitoring with firewall management ensures customer data is properly protected. Security experts on-site ensure that any Personally Identifiable Information (PII) data is properly protected from unauthorised access.

### **Implementing the Solution**

The solution was deployed within a rapid four-week time frame. During this time the necessary hardware was identified, server equipment was brought to the data centre and local physical installation of the applications and monitoring tools were configured. All aspects of the implementation were handled by a team of experts. Additionally, the solution is monitored round-the-clock by network and security staff and integrated management applications that notify the customer if there are any attempts to access or alter the data centre environment.

### **Customer Benefits**

Beyond meeting the customers' requirements for a cost-effective, hosted, scalable, infrastructure, Tata Communications was also able to provide redundant data centres. Through these data centres, they are able to maintain the best data management and recovery possible, system maintenance and up-to-date security services, without impacting daily operations. The client also benefits from a highly effective and fully managed dedicated MPLS connection from the UK to the Tata Consultancy Services (TCS) locations in India.

### **Future Plans**

The client's goal is to become a BPO market leader through delivering scalable, secure, hosting services in the UK and India from multiple data centres. This strategy builds upon their initiative to maintain superb data management and relationships with their customers. The group is working on upgrading services in the UK and providing an organised, uniform support system. This will help expand and secure markets in geographic regions in Singapore as well as North America.

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