Case Study: Managed Services for Network and Security Devices

Managed Services for Network and Security for a Media Company in USA
Network/Security Operation, Support and Optimization Managed Services for Network and Security

**Business Requirement**
- Configuration of legacy based LAN/WAN setup to be configured with global standards in terms of network redundancy
- Configuration of Network Security devices with relevant rules in place
- Gap analysis for network elements to view details of response time, availability, reloads, protocols and interface status

**Our Solutions**
- Broadcast issues suppressed with relevant configurations and fine tuning
- Firewall rules Re-applied and fine tuned to remove unwanted services, ports and other user based access
- Speed/interface settings on Server farm switches re-applied based on packet analysis and traffic trend
- Secure access provided to Network and devices

**Business Impact**
- Improvement in user response to applications and throughput through the NOC of critical devices
- Proactive monitoring of Network/Security devices for high CPU/Process utilization resulting in trigger of critical events; alerts for rapid troubleshooting and fixing of issues
- Major changes performed as per the defined technical change control process resulting in proper management and smooth transitioning

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Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as “Born Digital, Born Agile”, our capabilities span across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.
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