

## PROJECT PROFILE : TELECOMMUNICATION GIANT

### Executive Summary:

Problem: Technical problems come up in production Identity Access Management system, web servers and application servers that interfere with business application login and registration processes.

Solution: Investigate problem. Root cause analysis. Provide quality and effective fix.

Result: Quick turnaround. Operations and business up run again. Customer's pain relieved.

### Project Overview

Telecommunication Giant has a central hub/gateway to provide authentication and authorization for hundreds of B2B, B2C, M-commerce and employee applications. Many of them are mission-critical applications, supporting multi-million users, requiring 24-7 availability. If this architecture fails, hundreds of enterprise web applications will be paralysed. The current architecture is complicated with hundreds of moving pieces. Supporting the system has always been a challenge and there are many critical issues.

### Services Provided by Tse and Tse

- L3 Support. Root cause analysis
- Investigating, analyzing, and resolving complex support case escalations
- Point of escalation for troubleshooting, and defect and enhancement reporting for our client's products and services and for internal software systems. Includes clearly documenting of defects and enhancements and liaising with Customers (internal and external), Product Development and Technical Operations
- Maintaining expert-level knowledge of products, environment technologies, and line of business.
- Timely communication regarding changes, system interruptions, new tools and documentation resources
- Monitoring and management of support cases and theft files
- Query creation, reporting and analysis, including provision of quantitative operational metrics for measurement of efficiency, trends analysis and forecasting

### Solution Details

-IAM Infrastructure consist of technologies such as Siteminder, Secure Proxy, Federation Manager, SOA Manager, SUN LDAP, SUNONE web servers, IIS, Apache, Servlet Engine, JBoss, Tomcat, Oracle Microsoft Database, AD, Webagent, Webshpere and Weblogic application Server, Cookie Provider Load balancer, system monitoring tools, Solaris, Linux, Windows, IE, Safari, Firefox, Chrome, web debugger, high availability, SSL, PKI, certifications, enterprise networking etc.

-Root cause analysis includes define and describe problems, gather data and evidence. Ask "why" and identify the causes. Classify causes into causal factors, reveal root causes clearly for later optimum selection. Identify corrective action(s), identify solutions, implement recommended corrections.

- Vendor management, communication management, escalation procedures.

### Results

Quick turnaround. Operations and business up run again. Customer pain relieved.

### CONTACT

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