"AAP3 PROJECT MANAGER AND ENGINEERS DID AN EXCELLENT JOB ON THE PROJECT"

ABOUT THE CLIENT

Affinion provides a wide range of protection and assistance, lifestyle and travel products that their customers can offer to add value and drive increased brand affinity and customer retention, whilst building incremental revenue streams. Affinion has more than 1,500 employees and offers services in 16 countries throughout Europe, Africa and South America. Over 40 years, they have built an impressive client base that includes 13 of the top 20 EU banks and many of Europe's premier brands in travel, telecoms and retail.

SUPPLIED TO:

Senior Project Manager
Affinion

ISSUES TO BE RESOLVED

Affinion was struggling with an environment that had grown organically, and without a single cohesive plan. New management was keen to regain control of the environment, and most importantly ensure that their Governance, Risk Management and Compliance (GRC) was achieved and maintained with maximum accuracy and effect but minimum expenditure and effort. Key areas to be addressed were a lack of specific skillsets within the IT team (UNIX, VMWare), the network configuration and technologies, PCI compliance and their aging server infrastructure (300+ servers). We was also asked to provide coverage for out-of-hours issues and remedial work, especially in areas where Affinion was lacking either skills or staff numbers which included VMWare, business intelligence and enterprise storage.

ACTION TAKEN

We provided consultancy and guidance on: The design build and rollout of an Intrusion Detection System, to be deployed to 12 countries around Europe. Virtual environment (VMWare) redesign to ensure PCI-DSS V3 compliance, and upgrade design and plan.

CLIENT FEEDBACK

"aap3 Project Manager and Engineers did an excellent job on the project. He kept all parties informed as required, escalated where necessary and did a very good job of managing a project with very challenging timescales."

Senior Banking Project Manager - Affinion International

AFFINION CONTINUES TO HAVE AND USE AAP3'S SKILLED ENGINEERING TEAMS FOR PROJECTS WHERE THERE IS EITHER A SKILLS GAP, A LACK OF RESOURCE, AND FOR ADDITIONAL HOURS OF COVER BEYOND THEIR CORE WORKING HOURS.
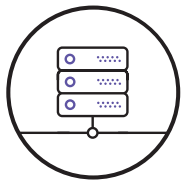
IT SOLUTIONS

Transforming your computing environment with innovative hybrid solutions built to enhance your business and achieve your goals.

ACTION TAKEN (CONT.)

Windows Server upgrade design and plan to remove Server 2003 from production and ensure PCI compliance is maintained. Network test and management for GRC, we assessed and recommended a test and documentation toolset to ensure Affinion achieved the required levels of network management and documentation.

Our engineering teams then provided complementary resource to deliver the implementation of projects which included:

- The build, delivery and commissioning of 14 Intrusion Detection Servers across Europe.
- Implemented the new virtual infrastructure design and upgraded the environment including 2 management servers and over 40 hosts with zero downtime or service impact.
- Upgraded over 150 Windows Server 2003 servers to either Server 2008R2 or Server 2012R2 as appropriate, replacing out of warranty hardware and leveraging savings through consolidation, retirement and virtualisation wherever possible.

RESULT

Affinion achieved continued PCI and SOX compliance, and gained in the areas that we had re-engineered both an up to date, documented and managed IT infrastructure with planning for future requirements. All this was achieved both within budget and under the available timescale.

Our skilled consultants and engineers proactively looked for cost and efficiency savings, identifying at least a 10% saving in server infrastructure and a £20K saving in virtual licensing which Affinion can realise within this financial year.

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.