

CASE STUDY

IZO™ PRIVATE CLOUD
ACCELERATES
TIME TO MARKET
WHILE MITIGATING
BUSINESS RISK.

SISL INFOTECH MAKES FIRST-MOVER ADVANTAGE COUNT IN INDIA'S FAST-GROWING GOODS AND SERVICES TAX MARKET.

CREATING BRAND-BUILDING IT INFRASTRUCTURE

One of India's largest-ever financial reforms, the Goods and Services Tax (GST) enables citizens to register and file tax returns, process payments and receive refunds online. Competition in this newly-formed marketplace was intense, with 28 companies seeking government approval as GST Suvidha Providers (GSPs).

"Our competitive strategy was to be the first GSP to market with a truly comprehensive service," says Arjun Mittal, Director, SISL Infotech. "Our twofold priorities were to launch and establish our GST Jockey brand and quickly onboard new customers."

To build and support the brand, SISL Infotech needed a robust IT infrastructure. The ability to burst capacity was crucial to cope with tax-submission demand spikes, typically occurring around the 10th day of the month. Arjun continues: "When entering a new market, it's hard to gauge volumes. So, being able to quickly scale our offer to cater for potentially millions of customers, while maintaining a smooth and seamless user experience, was crucial."

IZO™ PRIVATE CLOUD REDUCES MARKET ENTRY RISKS

As an established systems integrator, SISL Infotech had the necessary in-house skills to create such a solution. But, instead of building its own physical data centre – a large and risky investment that would take years to pay back – the company chose the Tata Communications IZO™ Private Cloud platform.

"We wanted to avoid the chance of a massive CapEx investment going to waste, while accelerating the establishment of our position as a leading GSP," says Arjun. "Tata Communications' cloud services are GST-validated, so we were confident of meeting strict government mandates for protecting financial transactions and tax data."



GST Jockey
a market leader



Scalability crucial
to competitiveness



3-month
reduction in
go-live lead time



2-year breakeven
soundly beaten

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ARJUN MITTAL, DIRECTOR, SISL INFOTECH

ABOUT SISL INFOTECH

Founded in 2012, SISL Infotech is a rapidly expanding system integrator and reseller. It helps public and corporate clients address IT sourcing challenges and software licensing needs with integrated solutions and managed services. Additionally, the company has diversified into other lines of business, such as the Goods and Services Tax market, where it operates as an accredited service provider.

For more information go to:
<http://www.sislinfotech.com>

SUPERFAST CLOUD SERVICE CREATION

The architecture includes 27 up-and-down-scalable virtual machines – logically separated from other client domains – arranged across two data centres in Delhi and Bangalore. MPLS interconnections at 20Mbps between the data centres and in-house SISL Infotech systems are backed up by Internet leased lines nominally running at 20Mbps but burstable up to 40Mbps.

Delivered by Tata Communications as a fully managed service, the IZO™ Private Cloud solution was implemented in one week. Compare that with at least three months for a physical solution. “The rollout was very professional,” says Arjun. “Our implementation team was given a single point of contact and I know the Tata Communications team took ownership of any problems and quickly resolved them.”



Arjun Mittal, Director, SISL Infotech.

Offering a flexible and scalable IT infrastructure, IZO™ Private Cloud gives SISL Infotech the perfect platform for hosting the critical GSP Jockey application as well as a test-and-development environment. In addition, Tata Communications provides snapshot data backups and is responsible for all virtual machines up to the operating system layer, along with configuration of network, storage and server load-balancing elements.

SLAs are 99.999 per cent and 99.5 per cent for availability and back-ups respectively. “Tata Communications consistently meets and exceeds those targets, while its 24/7 in-life support is second-to-none,” confirms Arjun.

HIGHEST-GRADE SECURITY WITH ULTRA-LOW LATENCY

To assure maximum cybersecurity, the Tata Communications managed service incorporates cloud-based DDoS protection and a dedicated web application firewall running on one of the virtual machines. The latter scans traffic across all zones for application-layer attacks. It stops malicious code dead in its tracks.

“The Tata Communications cloud architecture powering GST Jockey is purpose-designed to keep users and their data safe,” says Arjun. “Cybersecurity is over half our total investment.”

Application performance was another major factor in the company’s choice of cloud provider. Arjun explains: “Tata Communications IZO™ Private Cloud is delivered from a number of global data centres. The one we use is very close to where our systems are located, so minimal latency means a superior end-user experience.”



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MAJOR RETURN ON INVESTMENT ADVANTAGES

IZO™ Private Cloud saved SISL Infotech money by avoiding the need to build and maintain its own on-premise platform. Replacing upfront CapEx with easy-to-manage OpEx improved the business case in other ways too.

“We didn’t have to risk overdesigning a new data centre and then worry about filling its capacity,” says Arjun. “With IZO™ Private Cloud we can closely match costs to revenue. So, we’re able to accelerate service profitability and reach breakeven much sooner.” (The breakeven point with a CapEx-heavy, on-premise model would have been at least two years.)

DRIVING THE COUNTRY’S DIGITAL JOURNEY

SISL Infotech is playing a key role in the transition to GST, overhauling indirect taxation in the world’s seventh largest economy and moving India forward on its digital journey. As well as reducing fraud and improving the tax authority’s administrative efficiency, GST is creating a unified national market, making it easier for companies to do business.

“We partner with Tata Communications in delivering many aspects of our service, of which GST Jockey is the most notable example,” concludes Arjun. “They offer an unusually welcoming personal touch, delivered through highly-professional people.”

ABOUT IZO™ PRIVATE CLOUD

Delivering high-performance IT-ready infrastructure, IZO™ Private Cloud is a fully integrated and managed enterprise compute and storage solution. With IZO™ Private Cloud, Tata Communications can help digitally transform business environments, so customers can quickly and seamlessly scale-up and scale-down resources.

Find out more at: <https://www.tatacommunications.com/services/cloud/cloud-platforms/izo-private-cloud>



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