



HOW A TOP FINANCIAL BRAND ENSURED COMPLIANCE WITH INT.'S FLEXI AMC MODEL

Google

4.0 ★★★★★☆

Clutch

4.9 ★★★★★☆

glassdoor

4.5 ★★★★★☆

Countries we operate from



PROBLEM STATEMENT



A leading national financial institution launched a redesigned brand site reflecting trust, convenience, and customer-centricity. However, ensuring its real-time availability, compliance, and performance posed several operational challenges

There was a pressing need for 24/7 site uptime and agility in handling evolving digital content, security patches, and performance optimization.

The internal IT team was overextended and unable to meet dynamic content and regulatory update cycles.

Strict BFSI compliance norms demanded timely updates with zero margin for error.



To meet these challenges, INT. introduced a tailored Annual Maintenance Contract (AMC) underpinned by a Flexi Hours model — ensuring high availability, responsiveness, and strategic adaptability.

- ✓ **24/7 Expert Maintenance:** A team of digital specialists managed the bank's site around the clock for quick issue resolution and updates.
- ✓ **Compliance Updates:** INT. provided timely updates to meet regulatory changes, utilizing its BFSI governance expertise.
- ✓ **Flexible Support Model:** Scalable resources were allocated based on real-time needs, handling peak traffic and incidents efficiently.
- ✓ **Centralized Ticketing:** An SLA-driven system ensured issue traceability, streamlined approvals, and ongoing feedback.



INT. applied its **end-to-end process**

01

Site Transition & Knowledge Handover:

Audited the brand site structure and backend systems to establish baseline performance.

02

AMC Onboarding & Flexi Model Setup:

Defined service hours, escalation matrix, and compliance coverage with the bank's IT and marketing teams.

03

Ongoing Site Management:

Performed real-time patches, asset updates, and micro-changes without downtime.

04

Monitoring & Reporting:

Implemented uptime tracking and delivered monthly performance and ticket analysis.

Continuous updates ensured a **seamless digital experience.**

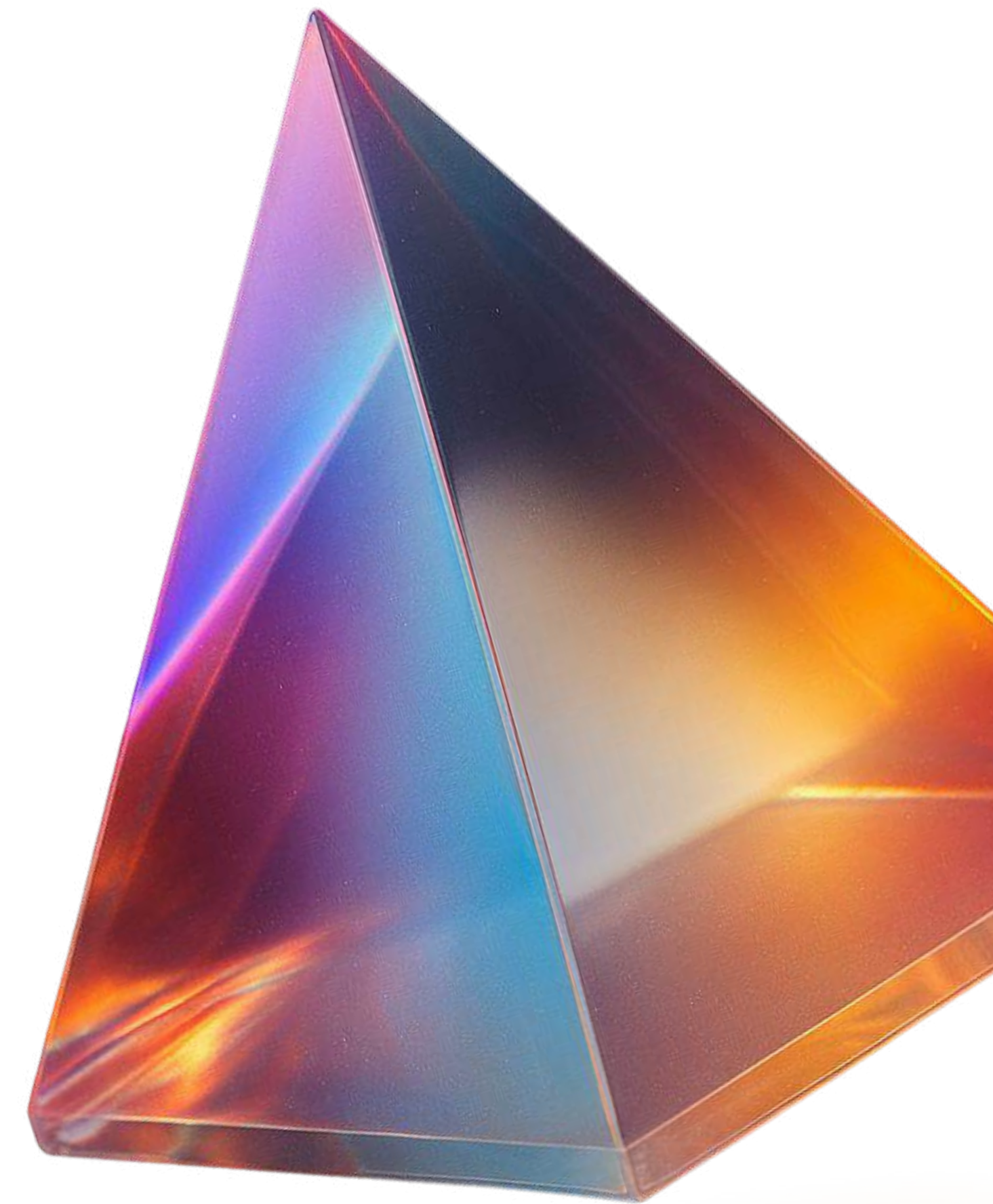
Internal bandwidth freed for strategic growth initiatives.

Regulatory changes implemented swiftly with **zero downtime.**

24/7 uptime built **stronger customer trust and loyalty.**

SLA-backed model **accelerated issue resolution and response.**

Monthly reporting **improved visibility and performance tracking.**





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info@intglobal.com



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45+ Countries

30+ Awards

INT. (Indus Net Technologies) is an award-winning full-stack software engineering solutions company with a pioneering legacy spanning 27 years, over 500 clients, and 11,000 plus client projects. INT. operates at the confluence of Data, technology, and marketing in the digital space.

