

The Problem The challenges facing IT departments have always been difficult with many applications – both third party products and in-house applications – to be supported while working within constrained budgets. It is not always practical to have dedicated expert level resources to perform these tasks. Typical product implementations involve the installation and configuration of product by the vendor, which is then handed over to the IT team for ongoing maintenance. Depending on the size of the IT staff, demands of the users and expertise of the IT support team in product related features, the maintenance of the application can pose challenges to keep the business functioning optimally.

The Idola Solution Idola offers a broad range of professional services to meet the challenges faced by small and medium sized financial institutions, in maintaining their applications. Founded on the principles of **excellence, reliability, and value**, Idola can provide the expertise for the verification, upkeep and fine-tuning of applications after implementation. Depending on the requirements, Idola can provide part-time, on-demand or full-time resources for Application Maintenance.

Services As part of the Application Maintenance service, Idola can provide cost-effective expert level resources for the following:

Enhancements and Customization

- Requirements analysis and Custom Development
- Design and develop Ad-Hoc reports
- Systems Integration/Interfaces with other systems/products
- Data Mapping / Data Quality improvements

Monitoring and fine-tuning

- Application Performance Monitoring
- Database Tuning
- Review and take corrective action on any issues found from:
 - Application Diagnostics
 - Application Events
 - Application Log files
 - Windows Event Logs
- Schedule and Review:
 - Database Backups
 - Database Backup Logs
 - Scheduled Jobs and Logs

Troubleshooting

- Troubleshooting application issues found by users or reported by the helpdesk.

Business Continuity/Disaster Recovery

- Facilitate formulation of Business Continuity/Disaster Recovery Policy
- Configure, Review and Monitor data synchronizations for Business Continuity/Disaster Recovery
- Periodic DR Testing

Testing Support

- Perform data transfers between Production and Test Servers
- Application configuration changes for purposes of testing
- Support User Acceptance Testing, Reviews and Audits

Security Administration

- Formulation of security policy for the application
- Reviewing and configuring application security rights and roles

- User provisioning
- Security Reporting

System Administration

- Product upgrades including patches and service packs
- System Administration of Application related servers
- Operating Systems, System Security, Supporting Software

Expertise Idola has expertise on the following products/applications/systems:

- Metavante's (FIS) Prime Compliance Suite
- SWIFT Alliance
- Idola Swift Message Director
- Data Warehousing products including Cognos, Informatica, Business Objects
- Databases - MS SQL Server, DB2, Oracle, Sybase, Informix
- Web Servers - iPlanet, IIS, Apache HTTP Server, Netscape Enterprise Server
- Application Servers - WebSphere Application Server, ATG Dynamo
- Authentication Services - LDAP, Active Directory
- Messaging – IBM MQ Server
- Microsoft Servers (2000,2005,2008)

About Idola Idola Infotech was founded in 2002 by a team that specialized in software product development and the deployment of complex technology projects. Its management team consists of banking experts, leaders of the regulatory compliance market, and senior technology specialists. They have developed commercial products for one of the largest vendors of financial services software.

Project management experience has been earned across a wide range of financial institutions from some of the largest in the world to small community banks. Idola has implemented and deployed solutions domestically and internationally earning its reputation for excellence, reliability, and value.

Other Products & Services Compliance Process Outsourcing
Regulatory Compliance Consulting
Independent Review of Compliance Solutions
Custom Application Development
Project Management
Data Research and Aggregation
Staff Augmentation Services
SWIFT Message Director
Aegis (ACH/IAT Middleware solution for OFAC)

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