



NxtGen¹
Infinite Datacenter

CASE STUDY




About Organization

Established in 1993, CARE Ratings Ltd. is one of the leading credit rating agencies in India. The firm has a huge track record of rating companies for almost three decades and played a pivotal role in developing bank debt and capital market instruments including CPs, corporate bonds and debentures, and structured credit. It has emerged as the leading credit rating agency in several rating segments including manufacturing, infrastructure, and financial sector including banks, non-financial services among others. CARE Ratings is recognized for being a knowledge-based company and provides near real time research on all domestic and global economic developments. CARE Ratings' wholly owned subsidiaries include an Advisory arm focused on providing advisory and consultancy services and a solutions platform company that provides risk management solutions.

Business Challenge

CARE Ratings is one of the largest credit rating companies in India has two 100% owned subsidiaries with 9 branches office across pan India. As CARE rating's business grew with an expanded customer base, their business continuity started to take on a more critical role in the organization. As a result, CARE Ratings were on the lookout for a disaster recovery site to be maintained as a part of their business continuity plan while simultaneously adhering to industry regulatory compliance policies.

CARE Ratings had never a DR site before and there were major concerns regarding the manageability, scalability, agility, and lack of resources for setting up an on-premises facility. They were looking for a partner who can provide them an optimized solution for hosting their business-critical applications and close to 0% downtime in a practical scenario unlike the industry practice of providing uptime commitment on papers.



Being a Fintech organization, CARE Ratings had to follow the regulatory guidelines as prescribed by SEBI and RBI. They were looking for a service provider who could meet their stringent governance, compliance, and security norms.

Solution rendered by NxtGen

The major concern that CARE Ratings shared was the availability of power during emergencies. NxtGen mitigated this by providing high-density racks at NxtGen's Bangalore facility to host their infrastructure which can accommodate multiple components in the dedicated space for CARE Ratings thus eliminating other cost components.

Further, NxtGen catered CARE Ratings with a scalable DR solution, to ensure that their recovery

needs are met both now and in the future on-demand, without creating a massive resource drain to do so.

CARE Ratings found NxtGen infrastructure services stand out among other hosting partners based on attributes like flexibility on usage, ease of deployment, and cost-effectiveness. NxtGen's proposed solution was based on delivering required higher power density, compliance, and security. NxtGen struck the right balance between the quality of service and cost optimization and offered CARE Ratings a competitive advantage in terms of business continuity.



Business Outcomes

- Post-migration from the existing hosting partner to NxtGen, CARE Ratings was able to reduce the cost of their infrastructure spend by 40%.
- NxtGen deployed a DR solution for them that is future-ready to keep pace with the changing business needs and support future business requirements.
- CARE Ratings was also able to meet all the regulatory guidelines as prescribed by SEBI and RBI by hosting their business-critical applications in NxtGen's secure, reliable, and highly available advanced datacenter in Bangalore
- In their vision of becoming a global research & analytics company, in the coming future, NxtGen can equip CARE Ratings with digital services backed by cutting-edge technologies like AI & ML to aid their customers with risk mitigation and in making informed decisions.

Looking ahead, while the industry's reputation for stringent regulatory compliance will always present new and interesting challenges, NxtGen's quest for developing innovative solutions and delivering exceptional customer service will further strengthen the business relationship between NxtGen and CARE Ratings teams.



Testimony



“We have always considered NxtGen as an extended arm of CARE Ratings. NxtGen has not only helped us save 40% on our IT expenditure but also have a comprehensive understanding of the technologies on which we work. The dynamic team has always driven qualitative insights to enable us to leverage NxtGen solutions that will actually help meet our business requirements rather than just cross-selling. Undoubtedly, the customer service is outstanding, and the account management perspective is too proactive in service delivery and rendering of committed SLAs. Beyond colocation or on-premise, NxtGen enterprises solutions give you a complete cloud cover and solve business challenges while keeping costs down to a minimum. We are confident that this is just the start of a long-term business relationship between CARE Ratings and NxtGen.”

A Shiju Rawther
Chief Information & Technology Officer
CARE Ratings Limited