Global Business Consulting Services, Inc. (GBCS)

Client Name: CitiGroup

Project Title: Global Consumer Production Support – RETAIL & REL

Project Details: Provide PROD support to the CARDS RETAIL services as well as Real Estate business.

Environment: PRODUCTION

GBCS Team Role:

1. **We Provide 24/7 support to the CARDS RETAIL and REL business for Middleware applications.**

2. **Provide 3rd level support for middleware products and applications.**

3. **Manage key upgrades, patches and security updates for middleware products.**

4. **Provided consultancy to customers in the area of application migration, IT Infrastructure migration to meet the cloud computing environment.**

5. **SME on various project initiatives/innovations on planning, implementing and supporting the Next Generation Solutions for the business units across corporate to provide Cost-effective and most robust solutions.**

6. **Developing and maintaining standards (SOE) and comply with company's Audit requirements.**

7. **Establishing automatic procedures for identifying problems and recommending solutions**

Benefits to Client:

1. **Responsible for successful implementations of large, complex, infrastructure projects - part of a $1 billion dollar consolidation/optimization program. Projects include Data Center migrations, Virtualizations and Consolidations.**

2. **Delivering a latest and stable architecture with details of specific architecture and compliance within standards of Citigroup Technology Infrastructure (CTI).**