



December 2015

***Case Studies & Client Information***

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## **Case Study: Kumon**

### **Executive Summary**

In 2009, the client made a decision to implement centralized accounting system based on Microsoft Dynamics AX for its North and South America operations. In 2014, Kumon decided to add their Middle East operation to the North and South America operations. The infrastructure was design flexible enough to add another region without any change to the existing platform. The hardware and datacenter is provided by KDDI. Since implementation of the system it has operated with 100% of uptime. While KDDI was providing hardware, datacenter services and first level support, Digital Edge provides Level 2 and 3 support. Digital Edge collaborates with KDDI while KDDI receives requests from KDDI team and initiates service requests to Digital Edge the infrastructure or application support team. Digital Edge provides:

1. 24/7 support of the production environment;
2. Ability to provide highest industry SLAs for End of Day closure and reporting;
3. Infrastructure support which includes full coverage of operation and performance of:
  - a. VMWare vSphere cluster
  - b. MS SQL Server clustering
  - c. SAN storage
  - d. VDI and Terminal infrastructure
  - e. Security perimeter and VPN infrastructure;
4. Application level support which includes full coverage of operation and performance of:
  - a. User applications
  - b. User roaming environments
  - c. Microsoft Dynamics AX
  - d. Reporting systems
  - e. Other user's applications.

Additionally, during the period of operations. Digital Edge has performed multiple hardware and software refreshes and upgrade including SAN infrastructure upgrade and expansions, SQL cluster upgrade, MS Dynamics upgrade, OS patching, network infrastructure upgrade and firmware patching.

### **Client Profile**

Kumon is a leading provider of children education. The company gives children the academic advantage to be able to compete in today's world.

The company operates multiple schools in multiple countries and unifies the accounting based on Microsoft Dynamics AX.

### **Solution**

Digital Edge's Infrastructure and Application Support division provides coverage for client's day-to-day activities on a 24/7 basis, providing uptime and performance for Kumon accounting operations.

### **Operational Cases:**

Some operational cases include:

1. Client contacts KDDI support team with a service request. KDDI opens a support ticket and engages Digital Edge Infrastructure or Application support team based on the nature of the request.
2. Digital Edge receives a performance or a failure request from monitoring systems, contact KDDI support team to notify the client and at the same time starts addressing the issue.
3. Digital Edge closely monitors software vendor updates and recommends to the client on applying updates to the infrastructure addressing security or performance concerns
4. Digital Edge participates in client's scheduled meetings such as weekly IT planning meetings, resource allocation meeting, change approval committee meeting and others insuring close understanding of the client's needs.
5. Digital Edge participates in vendor evaluation and takes advisory role in vendor selection.
6. Digital Edge performs vendor coordination of selected vendors.

7. Digital Edge plays a trusted advisor role in enterprise backend technology such as clustering, DBA, storage configuration and others.
8. Digital Edge works closely with client's security team and client's security officer to ensure compliance.
9. Digital Edge supports multiple development teams, data moves and data masking and code governance.

**Responsibility Model**

<b>Type of Service</b>	<b>Responsible Party</b>
End user support	Client's IT
Datacenter (s)	KDDI
NOC	KDDI
Network	KDDI
Servers	Digital Edge
OS	Digital Edge
Storage	Digital Edge
Applications	Digital Edge
Network Security	Digital Edge
System Security	Digital Edge
Application Security	Digital Edge
Monitoring and troubleshooting	Digital Edge
Vendor coordination	Digital Edge
DBA Services	Digital Edge
Data Governance	Digital Edge
DR	Digital Edge
Backup/Recovery	Digital Edge
Change control/Deployments	Client / Digital Edge
Patching	Digital Edge
Documentation	Digital Edge
Overall IT planning and budgeting	Client's IT

**SLA terms:**

1. End of Day closure and reporting failures or delays – **20 min**
2. Availability resolution – **1 hour**
3. Recovery of business application functionality within **3 hours**
4. Recovery or Production/DR syncs – **3 hours**
5. Database or data issues – **20 min**
6. Hardware issues – **3 hours**
7. Change requests – **3 hours**

**Infrastructure and Technologies:**

- Over 20 servers
- Windows
- MS SQL Server cluster
- Multiple EMC/VNX, bit to bit replication
- Microsoft Dynamics AX
- Microsoft Terminal Service
- IIS/.NET
- Other custom application specific

**Price**

Total Monthly price *NOT DISCLOSED*.