



## Driving Success Around the Clock: 24/7 Data Operations Support for a Leading Auto Finance Innovator

### CASE STUDY

#### CHALLENGE

Our client relied on business-critical systems that processed a high volume of overnight data transactions — ranging from 10,000 to 20,000 batch jobs per night. To manage this, they implemented a batch scheduler system. However, ensuring smooth execution required constant system monitoring and timely escalation of any issues, including during off-hours.

Therefore, the financial organization faced the need for external assistance involving collaboration with a trusted offshore partner. They needed a reliable service provider who could quickly deploy skilled resources, stay within budget, and provide continuous monitoring and support for these critical processes.

#### SOLUTION

One part of the solution to our client's challenge was the implementation of a centralized system for monitoring and management of scheduled batch jobs (Active Batch, Control M) and batch scheduler systems.

The other half of the solution was engaging TSD's dedicated resources to continuously monitor the systems. To address the client's need, TSD provided quality, reliable, and dedicated resources with the necessary data operations expertise who became a part of the company's team, handling monitoring and escalations proactively and efficiently.

In 2019, we supplied the client with two data operations engineers, successfully covering monitoring during US out-of-hours. Over the next few years, TSD expanded its support. In 2022, for our client's further convenience, we extended our coverage from 8 to 16 hours, thus providing a swing shift or covering US afternoon hours.

- **Industry:**  
Financial Services
- **Location:**  
United States
- **Service Model:**  
IT Staff Augmentation

#### ABOUT OUR CLIENT

Our client is a leading specialty finance company that focuses on providing auto loan solutions to consumers. With a commitment to serving customers through trusted dealer partnerships, the company plays a significant role in the automotive financing industry. They specialize in offering flexible and personalized financing options to individuals helping them achieve vehicle ownership. The organization's focus on innovation, efficiency, and customer-centric practices has positioned it as a key player in the auto finance sector.

In 2022, for our client's further convenience, we extended our coverage from 8 to 16 hours, thus providing a swing shift or covering US afternoon hours. In 2024, we extended the coverage from 16 to 24 hours, ensuring 24/7 monitoring of the company's systems with the valuable support of a team of six DataOps specialists.

TSD's dedicated resources became an extension of the client's in-house IT team, proactively handling system monitoring and issue escalation. Building trust through consistent performance, TSD further augmented the client's team by providing application developers and support engineers to address broader IT needs.

This collaborative partnership evolved into a trusted, long-term business relationship that enabled the client to achieve operational excellence.

## RESULTS

By integrating TSD's resources into its operations, the client achieved:

- **24/7 System Reliability:** Continuous monitoring of critical systems, reducing downtime and ensuring operational stability.
- **Faster Response Times:** Timely escalations and swift resolution of issues minimized the impact of potential disruptions.
- **Enhanced Efficiency:** The augmented team improved resource allocation, freeing internal staff to focus on strategic initiatives.
- **Long-Term Partnership:** The collaboration's success led to a trusted, ongoing relationship, expanding beyond data operations to include application development and support.

### Technologies Used:

MS SQL, Control M, Active Batch, Windows Server, PowerShell

### Team Size:

6 Data Operations Engineers

### Engagement Period:

Since July 2019, Ongoing

This partnership empowered the client to deliver uninterrupted services to their customers, reinforcing their leadership in the auto finance industry.

*\*The name of the client is not disclosed due to confidentiality reasons.*

**Book your free IT consultation with an expert from our team [here](#) or contact us directly at [sales@tsd.com](mailto:sales@tsd.com).**

## ABOUT TSD SERVICES

**TSD Services**, part of TSD Group, specializes in providing world-class offshore and nearshore IT outsourcing services offered under the well-established engagement models of staff augmentation, managed services, dedicated teams, and project outsourcing.

Since 2007, the company has been a trusted partner to organizations all over the globe, contributing to their IT success with the extensive industry expertise and talent of our highly engaged and problem-solving human resources.

We invite you to contact us at [sales@tsd.com](mailto:sales@tsd.com) or visit [tsd.com](https://tsd.com) for more information.