



# SUCCESSFUL IT CARVEOUT FOR CARESTREAM DENTAL WITH TECH MAHINDRA

## ABOUT THE CUSTOMER

Carestream Dental provides industry-leading dental digital product lines and services, including imaging equipment, CAD/CAM systems, software and practice management solutions, for dental and oral health professionals.

With more than 100 years of industry experience, Carestream Dental technology captures two billion images annually and aids in more precise diagnoses, improved workflows and superior patient care.

## BUSINESS SCENARIO

Carestream's dental digital business was sold by its parent entity, Onex Corporation to Clayton, Dubilier & Rice (CD&R) & CareCapital Advisors Limited (CareCapital). The new independent company known as 'Carestream Dental' required a carve out process to support their business operations across 18 locations. They were looking for a strategic partner with rich transformation experience in seamless IT carve outs due to Mergers & Acquisitions and a track record of delivering within given timelines.

There were several considerations that impacted the success of the carveout:

1. Completion of the Carve out from the parent organization environment and migration to a complete greenfield environment within 4-6 months, i.e. within the transition service agreement timelines (TSA)
2. Aggregation of third party services under a single Tech Mahindra contract - 18 locations were customer sites whereas the rest were with subcontracted suppliers and other third party agencies
3. Applications were distributed in 2 data centers - Cleveland (Production) and Secaucus (DR) and on Azure Cloud
4. Support for 1,700+ users spread across 12 countries with no impact to business during the carveout process
5. The client would need an innovative solution design to drive high performance at very aggressive costs

Carestream Dental engaged Tech Mahindra in 2017 for a seamless global IT carve out experience across its locations & to complete the migration to a complete greenfield environment. We were chosen as the System Integrator of choice for managing its divestiture against other providers.

Tech Mahindra was responsible for the End to End infrastructure including design, architecture, planning, build & operate, while ensuring transformation for the client. This included:

|                     |                                   |                               |                           |
|---------------------|-----------------------------------|-------------------------------|---------------------------|
| <b>Move to O365</b> | <b>WaaS NxT</b>                   | <b>VeloCloud</b>              | <b>Hybrid Cloud</b>       |
| Messaging           | NexGen Digital Workspace Solution | Software Defined Network(SDN) | Datacenter Transformation |

## SOLUTION HIGHLIGHTS

The scope of our engagement included a complete IT Applications and Infrastructure carve including data center & Cloud transformation, Software Defined Network (SDN) using VeloCloud, End User computing support including a Digital Workplace solution and implementations of Tech Mahindra's CUBES platform for Monitoring and Automation across all 22 countries.

### DATA CENTER & CLOUD TRANSFORMATION

- Datacenter Consolidation that included Migration of 4 CSD data centers to Azure Cloud
- Hosting and migration of 200+ application workloads to 2 TechM datacenters in Cleveland and NJ
- Scope includes 300 Virtual Servers, 150 MS SQL DBs, Nutanix Hyperconverged Infrastructure, 150 TB storage and 200 TB backup
- Provisioned Physical Server High Availability Infrastructure
- Event Monitoring and Availability Monitoring with Change Control Mechanism
- Data Center elements added into Nagios monitoring tool & Tech Mahindra's CUBES-R used for ticketing and server monitoring
- Azure Cloud architecting for Non-SAP and SAP Application Infrastructure and associated setup
- Adhered to Compliance such as ISO 27001, SOX and GDPR.

### NETWORK & SECURITY

- Implemented SDWAN to switch the network from Verizon to AT&T. AT&T Internet and MPLS along with Broadband Internet configured in HA mode to aggregate the Bandwidth and lower the cost and increase the site availability
- Implemented advanced security tools such as SIEM/SoC, ZScaler, Nessus, Imperva, Veracode, Trend Micro etc. and provided BAU support for all security tools
- InTune for MDM topped up with conditional access
- Created multiple SSIDs for Wireless Network and enabled a Captive Portal option to meet the requirements for Windows 7 access issues

### END USER COMPUTING & DIGITAL WORKPLACE SOLUTION

- Remote Desktop support for 1,700+ users
- Implemented Tech Mahindra's NextGen Context-aware Digital Workspace Solution WaaS NxT for 250 desktops
- Migrated 2088+ user machines to CSD domain while hosting multiple network printers across the globe
- User Migration from Lotus notes to O365 with Hypercare support post migration
- Phase wise implementation of Skype for Business: both Cloud and On-Prem models, amidst multiple complex scenarios as per the local Telecom regulations. This includes - enterprise voice (Telephone, Instant Messaging, Presence, Audio Conference and Video conference) for all CSD sites for approximately 1500 users
- Mobile Device Management support

## SERVICES IN SCOPE

- Service Desk Support
- End user Computing
- Data Center Consolidation
- Networking & Security
- Collaboration tools
- Tools for Monitoring & Management
- Application Migration
- Managed Platform & Application Support for SAP & Non-SAP Applications

### 3<sup>rd</sup> PARTY SOLUTIONS USED:

- Azure Infrastructure
- SD WAN with VeloCloud
- Skype for Business
- Cisco Firewall and Switches
- TrendMicro and McAfee Antivirus

## VALUE DELIVERED

With this carveout, Carestream Dental was able to achieve significant reduction in costs by leveraging next-gen technologies while ensuring a complete greenfield IT set up was in place within the TSA timelines

- One Time CAPEX investment reducing the overall expenditure on hardware and software gaining the best discounted rates through Tech Mahindra vendors
- Tech Mahindra has achieved a 5% cost reduction Y-o-Y as committed
- Tech Mahindra's Workplace and Network platform provided end users with a secure and progressive platform enabling freedom & flexibility, creating a seamless and integrated workplace experience
- On demand infrastructure scalability in real time by choosing Hybrid Cloud model of hosting
- Infrastructure provisioning reduced from 30 Days in legacy infrastructure to 45 minutes on Cloud model
- Mailbox migration from Lotus Notes to O365 reducing the cost and increasing the Customer experience
- Software Defined Network model using VeloCloud reduced the Network WAN cost by 26%
- Round the clock delivery in a shared model enabling cost reduction by 40% for Managed Services support





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