

Enterprise Digital Network Transformation for a Global Media Conglomerate

Overview

A global multinational media conglomerate was looking at its divestiture as an opportunity to move to a digital network. Tech Mahindra helped the client by enabling the transformation in three phases and building a cloud-based digitally transformed network that orchestrates value across the ecosystem.

Client Background and Challenge

The client is a multinational media conglomerate based in Canada. The client had sold a majority stake in one of its business lines to a private equity firm. As part of the divestiture, the client needed to have a separate end-to-end network including separate WAN components. Until such a time, technology service agreements (TSAs) were put in place for the client to consume IT and network services from the divested company. The client wanted to remove reliance on the TSAs and wanted to utilize this opportunity to digitally transform their enterprise network.

They were looking for a partner to introduce innovative ideas, deploy and operate a solution that futureproof their network in a cost-effective/cost-neutral way, and provide them with a hybrid model (cloud-based and on-prem based). They wanted to have improved performance, visibility, scalability, and granular control over the network.

Most importantly, they wanted a single provider to own and orchestrate value across the ecosystem (internet, regional MPLS, software-defined WAN, a cloud-connected global core backbone, LAN, and security) and provide these in a utility delivery model which is purely OPEX-based (network-as-a-service).

Our Approach and Solution

Tech Mahindra enabled the transformation in 3 phases

Phase -1: Transition (Walk-In-Take Over) This involved

- ① Greenfield design and deployment of client's new network backbone, new operations support systems (OSS) connectivity with old backbone, and on-premise data center
- ② Taking over the operations of the existing network from the incumbent

TechM took a telco-neutral approach to build the network backbone to orchestrate value across geographies and avoid the excessive costs associated with global reliance on a single telco. A cloud-based core network was built by leveraging cloud service exchange providers in a "colocation service provider" model. Our 360-degree partnerships with key telecom providers, network original equipment manufacturers (OEMs), and independent software vendors (ISVs) were leveraged to enable this. It connected with the old network backbone and a new software-defined WAN.

We built, deployed, and integrated them into other services like Wi-Fi, cloud-based security, and routing. We also defined 64 security controls for the new network architecture, adhering to the client's security framework

Phase - 2 : Transformation: This involved migration of

- ③ Sites from old core to new core
- ④ Legacy WAN to SD-WAN
- ⑤ Applications that were on the client's earlier data centers to regional cloud-based infrastructure as part of the consolidation

We designed end-to-end use cases for their digitally transformed network (SD WAN, SASE, cloud wireless, perimeter security, cloud security, and e2e integration with client environment) in line with their cloud-first and wireless-first goals. In this, we ensure minimal downtime per site (10-15 mins) and delivery of all use cases within the same change window and adhered to security controls while migrating a site from the old to the new network

Phase -3: End State or BAU Phase:

This involves providing 5-year managed services for transformed network, and LAN refresh on a need basis. The network management through our NOC is provided in an "as-a-service model" based on the number of assets consumed by the client (hardware, network, or managed services)

Business and Community Impact



A unique business model with TechM in buying assets upfront, forging regional partnerships, and managing the services- all in a utility-based delivery model of the network as a service.



This allows the client to focus on their business without worrying about dealing with multiple providers and SLAs (service level agreements) and de-risks them from heavy CAPEX investments



The network is very resilient and has an availability of 5 nines, an internet gateway availability of 5 nines, and a security vulnerability detection rate of 95%.



A Uniform network across the lines of businesses gives comprehensive visibility of the complete network and streamlines network security with uniform security policies. We have built an open source-based automation engine on top of the OSS stack to push network policies and configurations to all the devices connected to the network. The solution cleared around 20K network security vulnerabilities in 3 months and is 30-40% more efficient than manual methods.



Transition and transformation have been successfully completed during the pandemic, shielding the users from any disruption or disturbance.

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