

Enabling End to End IT-OT Management Transformation



OVERVIEW

Our customer, a manufacturer of fiber-based products headquartered in Finland, wanted to become the leading player in the use of automation in its operations. This would mean leveraging the information technology (IT) and operational technology (OT) convergence movement sweeping across businesses.

The customer partnered with Tech Mahindra for this digital transformation journey, where we helped them establish a common IT-OT governance structure, giving the company the ultimate competitive advantage in a rapidly changing technology landscape.

CLIENT BACKGROUND & CHALLENGE

Located in Finland, our customer provides innovative and sustainable fiber-based solutions for customers around the world. Its offerings include decor paper, filter media, release liners, abrasive backings, nonwovens, electrotechnical paper, glass fiber materials, food packaging and labeling, tape, medical fiber materials, and solutions for diagnostics.

BUSINESS SCENARIO

The customer wanted to leverage the technological convergence of information technology (IT) and operational technology (OT) in order to become a leader in its field.

Their primary business objectives were:

- **Organization change management:** To support 40 plants and several sales offices in 22 countries
- **Countries:** Belgium, Brazil, China, Finland, France, Germany, India, Indonesia, Italy, Japan, Lithuania, Mexico, Russia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Taiwan, Thailand, Turkey, UK, USA

- Language support: English, Chinese, Korean, Finnish, Swedish, French, German, Portuguese, Italian, Spanish
- Reducing total cost of ownership (TCO): By decreasing OPEX and keeping Capex under control
- Improving quality of service (QoS) of IT services
- Enriching end user experience
- Simplifying a complex technology portfolio of over 500 applications

There were certain IT challenges to consider as well with the costs being two times than the industry benchmark. Besides high operational costs, the IT function was less than efficient with zero focus on value-added services. The operations were also localized with no integrated global delivery system in place as IT demands kept soaring. There was also no visibility into the compliance process for the Information Technology Infrastructure Library (ITIL).

OUR SOLUTION

As part of the project, Tech Mahindra designed and implemented a technology operating model, and unified IT and OT governance across various sites and consolidated the management of these technologies under a new centralized technology organization. This included end-to-end managed services as well as:

- 24x7 service desk with 9 local language support as a one-stop service window
- ITIL based service model and tool implemented
- Business transfer of 70% the IT employees to Tech Mahindra
- Third party contract transfer across 14 countries
- Fixed price model for predictable spend
- Take over of full ownership of service within 3 months.
- Proactive steps for better control, operations, plant management (spare management, UPS management, and so on)
- Integrated application operations and datacenter operations for more than 50 sites in 22 countries
- Dispatch model for 24x7 hand and feet support across the globe
- Effective multi-layered program governance

BUSINESS & COMMUNITY IMPACT

With Tech Mahindra's support, our customer can utilize technology more efficiently and effectively, optimizing operations from a holistic standpoint. We also helped enhance the company's focus on safety, production volume, and operational costs.

- Employee transfer leading to cost optimization
- Seamless 24x7 support, maintenance, development, implementation, and transformation across the globe
- Centralized operations, reporting, and governance for better visibility and control; agile and scalable support model
- Global SLA and KPI-based support model, single support view
- From No/limited documents to approved documents in each service area; lowering people dependency
- Focus on value-added services; working directly with businesses on critical and large projects.
- Re-investing savings to ensure Industry 4.0 transformation

Applications	Infrastructure	End User Services	Network and Security	Service Management	Global Service Desk	Business Transfer
<ul style="list-style-type: none"> • 60+ Global applications including SAP, Honeywell, IFS, BW/BO, SAP Success Factors, Salesforce, MDM, SharePoint • 400+ Local applications spanning across all supported countries, covering all business functions 	<ul style="list-style-type: none"> • Monitoring • Server and storage management • Capacity management • Backup and recovery • Collaboration tools • Database services • DC management 	<ul style="list-style-type: none"> • End user computing • Dispatch services • Image management • Mobile device management • VIP support 	<ul style="list-style-type: none"> • LAN / WAN • Voice and video telephony • Switches • Routers • Firewall • Security management 	<ul style="list-style-type: none"> • Service governance • ServiceNow • Service reporting • Communications and change management • Project and portfolio management 	<ul style="list-style-type: none"> • Global 24x7 service desk setup in English and 9 European and Asian languages 	<ul style="list-style-type: none"> • 75 employees transfer in 11 countries • Asset transfer of all employees • 200 contracts takeover from more than 100 vendors in 14 countries • End to end vendor management of contracts



Multi-million Euro savings in double-digit



Committed YoY productivity gains



14% savings on third-party contracts during the first year.



Committed savings of 25% over 7 years



Tech Mahindra



www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra
www.techmahindra.com