Tech Mahindra

COMPREHENSIVE INFRASTRUCTURE TRANSFORMATION FOR A FINANCIAL SERVICES COMPANY IN APAC

ABOUT THE CUSTOMER

Customer is a Financial services company in APAC comprising of life insurance operations in Asia. It is a leading life insurer with operations spanning 13 markets in Asia, covering Cambodia, China, Hong Kong, India, Indonesia, Laos, Malaysia, Myanmar, the Philippines, Singapore, Taiwan, Thailand and Vietnam.
Through a robust multi-channel distribution platform, it provides a comprehensive range of savings, investment and protection products to meet the diverse needs of Asian families.

BUSINESS SCENARIO

The client was planning an aggressive modernization exercise that would result in them moving most of their infrastructure to the Cloud. They engaged Tech Mahindra to take over the execution of datacenter consolidation & cloud transformation plan and provide committed savings. The engagement would impact 16,000+ users across 22 local business units spread across 12 countries in Asia.

There were multiple challenges in executing a complex engagement of this size:

- The client had more than 10 variances of legacy core insurance platform and wanted to migrate to cloud while laying foundation for their digital platforms
- The client wanted to retain no CAPEX and wanted to move to a utility services mode of operations across towers – Datacenter, End User Computing, Networks and Asset Lifecycle management
- Apart from the scale of operations involved, the client planned to migrate 200 business applications to the Cloud by 2021

Tech Mahindra started it's engagement with Customer in the year 2019 for their large scale Cloud transformation journey with an agenda to eventually close down all their DC's and migrate the infrastructure & applications to Azure Cloud to bring in cost efficiencies & have a boundaryless flexible workflow with scalable infrastructure.

The scope includes migration of ~150 applications running from 6 DCs in Asia region onto Microsoft Azure & deployment through automation with stringent timelines. In addition, the Migration was to be automated with IaC and CI/CD based approach using Windows Application Package and Ansible Playbooks.
Tech Mahindra with it's large scale transformation experience was able to successfully perform the infrastructure assessment to define the roadmap for execution.

OUR SOLUTION

CLOUD STRATEGY & ASSESSMENT

- Conducted a deep-dive assessment of application and their inter dependencies to assist in finalizing solutions options, migration approach & orchestration analysis
- Creation of Cloud foundations Architecture and Design framework to have a single source of truth for Azure design approach and design decisions. The Architectural Principles included - Control the Access, Protect the Data, Secure the Network, Monitor the Environment, Deploy Infrastructure as Code (IaC)

AZURE CLOUD MIGRATION

- Successfully completed 10% of the application migration with Tech Mahindra's standardized migration methodologies to support large scale data migration both offline and online methods.
- Automated the migration through Windows Application Package and Ansible Playbooks to perform repeatable installation across all environments
- Automation of infrastructure deployment, platform installation and configuration and application deployment along with upgrade of tech stack.

CI/CD BLUEPRINT
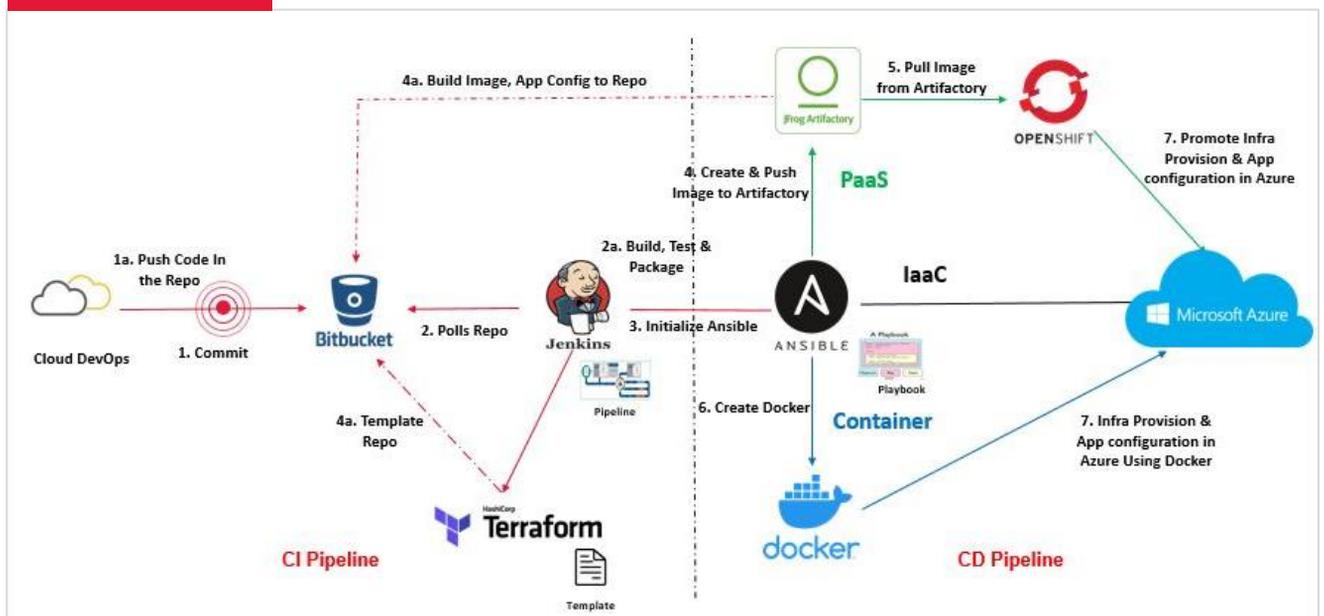
AZURE CLOUD SERVICES CONSUMED

- Azure Virtual Network
- Azure Content Delivery Network
- Azure Data Factory
- Azure Express Route
- Azure DevOps
- Azure Traffic Manager
- Azure Key Vault
- Azure Load Balancer
- Azure Site Recovery
- Azure Databricks
- Azure App Service
- Azure Analysis Services
- Azure Network Watcher
- Azure VPN Gateway
- Azure Cognitive Search
- Azure Redis Cache
- Azure Event Hubs
- Azure PaaS Database
- Azure Kubernetes Service
- Azure Powershell

3RD PARTY SOLUTIONS

- Bitbucket
- Bamboo
- Jfrog Artifactory
- Jenkins
- SCCM
- Ansible
- Terraform
- Puppet
- Hashicorp Vault
- Cyberark
- SonarQube

VALUE DELIVERED

✓ Accelerated pace of migration through Agile, CI/CD, Infrastructure-as-Code

✓ Seamless migration for multiple databases of more than 20 TB from On-Premise to Azure Cloud

✓ Increased the velocity of migration of COTS products from On-premise to Azure Cloud with ~14 applications and their databases migrated in less than 2 months

✓ Proven Tech Mahindra accelerators & well experienced workforce to handle large scale complex data migration leveraging in-built Azure and third party tools

✓ Improved Service Delivery Model with up to **80%** Automation

✓ Committed cost savings for Client over 7 year period

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