Tech Mahindra

Top multinational improves IT operation cycle time and service quality through Data Center consolidation

Customer challenge

The customer is a British multinational telecommunications company headquartered in London, United Kingdom with operations in over 170 countries

The customer was facing difficulty in managing the IT infrastructure required to support one of its major government sector healthcare organization in UK. With years of sprawling IT infrastructure, the efficiency and service quality needed significant improvements in order to deliver consistent services to its growing user community.

Tech Mahindra's engagement

At the start of the engagement, the customer's multiple regional data centers required standardization, efficiency and scalability. Tech Mahindra helped in consolidating and migrating existing data centres to a centralized location. It also enabled automation, standardization and optimization of resources, tools and technologies to realize cost efficiency with improvements in service levels.

Solution provided

Tech Mahindra solution for availability of mission critical applications as well as high performance of IT infrastructure includes:

– Consolidation of various platforms/environments into Leeds Advanced Delivery/Data Centre (ADC) and making it operational within committed time frame

– Successful replacement of SUN contactors in various Data Centres without any impact on on-going activities.

– Managed the service PMO , knowledge transition and documentation

– Completed development of EMS 1.2 version

– Server build process automation using Opsware

> "I am very impressed with the Tech Mahindra people, their willingness to embrace change and to go the extra mile, their professionalism and their drive to ensure high quality results."
>
> Head of PMO, Leading European Company (commenting on effective transition and commitment from Tech Mahindra)

Benefits realized

– Successful roll out of Leeds advanced Data Center

– Reduced build time by 50%

– Outcome based pricing for services delivered

– Faster resolution of test issues through 'Solution Documents' for ready references

– Improved build quality through automated pre and post 'Build' activities.

– Standardization of 'Builds' in HPUX and AIX environments

– Creation of knowledge repository