

## SUCCESS STORY



## LEADING MEDIA CONGLOMERATE HEADQUARTERED IN CANADA

Driving Business Excellence  
Through Innovative IT Service  
Management

## CLIENT BACKGROUND AND CHALLENGES

Our client is world's leading provider of news and information-based tools to legal, tax, accounting, and compliance professionals. They deliver intelligence, technology, and human expertise to their customers. Client was looking for a solution to boost delivery excellence in their IT operations.

Development and Operations were two different things carried out in isolation due to inadequate processes in place. Lack of centralized governance mechanism lead to lack of collaboration and ownership across the support structure, impacting resolution and customer satisfaction. Also, lack of focus on knowledge management resulted in high

volume of recurring issues impacting application availability.

These unaddressed issues were threat to business continuity.






Following were some of the challenges faced by the client:

- Lack of centralized governance mechanism
- Unstructured support model leading to lack of collaboration and ownership
- Lack of focus on driving improvement initiatives across business units
- Lack of focus on business continuity & IT security compliance

## TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Our team of experts helped the client in mapping and improving IT delivery by setting-up a Service Management Office, Training Center of Excellence and IT Security Compliance Office. SMO streamlined the process workflow and managed end-to-end lifecycle of services. Whereas, Training Center of Excellence focused on improving processes, ensured technical compliance across delivery, tracked development performance and assured code quality. IT Security Compliance Office defined the rules and procedures for all individuals accessing and using IT assets and resources. Our proactive approach helped in minimizing the impact of incidents, reducing downtime and improving recovery time.

We followed a structured approach and implemented following solutions to develop a robust Service Management Framework for the Client.

-  **Service Management Office**
  - Centralized governance
  - Centralized reporting mechanism
-  **Training Center of Excellence**
  - Improved knowledge management framework
  - Improved process and technical compliance
-  **IT Security Compliance Office**
  - Clearly defined Business Continuity and IT security policy
  - Enabled audit services across delivery
-  **Continuous Improvement**
  - CSI & RAID Register across the delivery team
  - Efficient tracking mechanism
-  **Innovation**
  - Highlighted areas of automation through AIOps initiative
  - Conducted Predictive Analysis to identify common themes of issues

## BENEFITS REALIZED

-  **Centralized Shared Capabilities**
-  **Improved Time to Market**
-  **Simplified Processes**
-  **Reduced Costs**
-  **Effective Risk Management**

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