Mindtree
Welcome to possible

Global alternative asset manager runs high-performance IT infrastructure through comprehensive partnership with Mindtree

Delivered **15%** annual contract savings through continual improvement of the IT environment, proactive operational oversight and optimized technology management. **Welcome to possible.**

SUCCESS STORY

CLIENT

A global alternative asset management firm with $183 billion in AUM

INDUSTRY

Financial Services, Asset Management

OFFERING

ITIL Service Delivery, Mindtree Infrastructure Management Services, MWatch™

OVERVIEW

In 2009, Mindtree and the client, an alternative asset management firm, partnered on a transformative strategy for managed services. After stabilizing the IT environment, the client firm's IT assets were optimized, resulting in leaner and more efficient operations.

BUSINESS NEED

Our client is one of the world's largest and most diversified multi-product global alternative asset management firms. With $183 billion in assets under management in specialized investment funds and other investment vehicles, the firm invests in corporate private equity, global markets, real estate, infrastructure, energy and other alternative assets

By 2009, the broad scope of the client's business activities had led to an excessive number of vendor relationships. Furthermore, these vendors did not adequately communicate with each other. As a result, the firm had accumulated a global IT infrastructure lacking both consistency and common standards. With a technology footprint dispersed across the US, UK and Hong Kong, the firm had difficulty guaranteeing consistent quality-of-service for availability and uptime to its business units.

> **"** Mindtree is a trusted and valuable service partner. They have been a strategic partner with us in transforming our IT environment to support our global business objectives. Their IT expertise and commitment to excellence is demonstrated daily as they continue to work closely with us to improve our operating efficiency.
> – Chief Information Officer of the client firm **"**

The situation came to a decision-point with the acquisition of one of the firm's primary technology vendors. The vendor's post-acquisition roadmap and business strategy put into question whether it could continue to support our client's IT infrastructure and operating systems.

In order to execute upon its business strategy of being a premier global alternative asset manager, the firm sought a new partnership for managed services across its entire IT footprint.

> **"** We had an RFP with all the big vendors in India and the US, and we chose Mindtree as the best hybrid for us. Some companies wanted us to give them total, 100% control. Mindtree provided dedicated resources but also allowed co-management, which is what our organization needed."
> – Global Operations Head of the client firm **"**

After an extensive RFP process, Mindtree was selected on the basis of its ability to provide a flexible combination of dedicated resources and co-management of the underlying technology.

MINDTREE SOLUTION

Mindtree and the client firm worked together to create a compelling and repeatable business model for a managed services partnership, founded on trust and having the following characteristics:

Co-management: The firm and Mindtree have full access to the IT environment, enabling full oversight with joint participation in infrastructure design.

Continuous improvement: The partnership-based model incentivizes ongoing increases in service quality and reduced service incidents. Mindtree delivers year-over-year cost savings, and in turn, the client firm redeploys those cost savings back into the relationship by expanding the scope and activities provided by Mindtree.

Integrated service management: High automation and advanced connectivity enables Mindtree and the firm to combine application monitoring with ticketing for service management. The integrated solution automatically detects incidents, opens service tickets, facilitates resolution and tracks issues through to completion.

Unified responsibility for vendor management: Mindtree coordinates with all other vendors in response to service issues, giving Mindtree the ability to ensure the most effective integration and utilization of vendor solutions.

BUSINESS BENEFITS ACHIEVED BY THE CLIENT FIRM

The relationship between the client firm and Mindtree demonstrates the comprehensive benefits of a partnership-based approach to managed services.

TECHNOLOGY BENEFITS

Mindtree has successfully completed the following technology initiatives:

- **Stabilized the IT environment:** Completed comprehensive audit, with risk assessments and gap assessments delivered within months of the start of the engagement. Established process of continual risk assessment, risk mitigation and service

improvements, with commitment to optimize infrastructure by 10% year-over-year.

- **Established a Network Operations Center (NOC):** Dedicated NOC for managed services, including a mix of on-site and off-shore resources for consulting, implementation and operations.

- **Automated operations through "Shift-Left" approach:** Increased automation of IT operations and support tasks, and created an automated remediation toolkit for faster response and remediation through the global service desk.

- Improved service levels: Implemented continual service improvements, with service levels monitored and incentivized through the compensation system.

- Enabled proactive oversight: Compiled proactive intelligence, operational performance metrics and predictive capabilities into a single dashboard, allowing operations managers to ensure that IT would meet business demands.

- Transformed technology management: Implemented continuous review process covering entire technology architecture, yielding recommendations for transformation along with timely implementations of enterprise-ready technology, delivering maximum user benefits at low cost.

> Mindtree is a trusted and valuable service partner. They not only transformed our IT environment to support business objectives, but their IT expertise and commitment to excellence is demonstrated daily as they continue to improve our operating efficiency.
> – Chief Information Officer of the client firm

Service components include:

- ITIL Service Delivery Framework for comprehensive 24x7 systems monitoring, maintenance & management of end-to-end infrastructure

- Mindtree Infrastructure Management Services, including data center infrastructure management, end-user computing services, application support and technical support.

- MWatch™, Mindtree's integrated IT infrastructure management and service platform for a consolidated end-to-end view of infrastructure and applications

Through these offerings, Mindtree delivers consolidated support for mission-critical infrastructure applications including Microsoft Exchange, Microsoft Active Directory, BlackBerry Enterprise Server, VMware, and SQL database servers. Mindtree provides technical support to remote end-users and on-site support at branch offices. Mindtree also provides end-to-end IT support for Alpinvest and DGAM, the client firm's acquired companies.

> The procurement team was very happy with Mindtree's performance levels and SLAs, which are better than industry standards.
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> Our Exchange server used to have critical issues to manage, and today it's extremely stable with Mindtree helping to design an upcoming migration.
> – Managing Director for Global Technology and Solutions at the client firm

CUSTOMER SERVICE BENEFITS

Mindtree coordinates vendor relationships for about 20 vendors across the entire client infrastructure.

> Mindtree's differentiator: Skin in the game. They give their personal focus and strongly believe that if the customer succeeds, they succeed.
> – Vice President of Global Operations at the client firm

Mindtree instituted a far higher degree of comprehensive support and customer service than had been available in the legacy environment. Business teams now benefit from high availability of critical services, with 24/7 delivery governed by stringent SLAs. In addition, Mindtree has simplified support by giving the client's business units a single point of contact for all infrastructure vendors.

> Mindtree is the only company I have ever seen that does the right thing, not just what's convenient. For example, with SLAs, Mindtree's focus is on customer satisfaction — not just meeting the terms of the agreement. Mindtree always looks for ways to improve, working on our behalf.
> – Former Chief Information Officer of the client firm

As a result of the Mindtree partnership, the client firm has improved its ability to pursue strategic acquisitions by being able to bring new companies onto its managed infrastructure.

OPERATIONAL BENEFITS

The Mindtree partnership has helped the firm achieve higher operational efficiency with the advantage of continuous improvement based on end-user feedback.

> Mindtree is very dependable, consistent, and reliable.
>
> They go the extra mile, and are willing to help with tasks that border on being out of scope. The work quality is high, with a strong core of managers who run a tight ship: very well-organized meetings and Ops Reports that are consistent and reliable.
> – Vice President of Operations at the client firm

Each year, Mindtree support resolves an average of 54,000 tickets — and 99% of these tickets are initiated by automated monitoring. In the past, these problems may have gone unnoticed or unresolved. By taking a proactive approach to infrastructure stability, Mindtree has been able to ensure high availability throughout the organization, with improved resilience and security.

Furthermore, the proactive resolution of infrastructure engineering issues has enabled Mindtree to deliver services at lower cost, using 50% fewer FTEs than had been required by the legacy provider.

FINANCIAL BENEFITS

Mindtree is committed to deliver overall efficiency gains to achieve 15% year-over-year savings relative to the annual contract value. These cost savings are invested back into the managed services partnership, allowing the client to benefit from an increased scope of activities performed by Mindtree at the same annual cost.

As one example of a cost saving initiative, Mindtree's direct efforts led to a 62% reduction in device and service management costs over a period of six years. These efforts enabled the client to realize 10% year-over-year savings in device and service management costs. Efforts of this scope and beyond enable Mindtree to meet the 15% target for annual cost savings.

Each year, Mindtree plans to become more efficient in managing the customer's environment. This efficiency gain will translate into a 15% YoY reduction in infrastructure costs.

The commitment to an annual percentage reduction instead of a fixed target demonstrates Mindtree's commitment to learn from experience throughout the course of the relationship.

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ABOUT MINDTREE

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit www.mindtree.com to learn more.