Mindtree
Welcome to possible

15-Minute CIO Report:

Driving Business Performance with a Holistic Approach to Infrastructure and Application Management

By Ram Mohan, Executive Vice President, Mindtree Infrastructure Management

As today's IT infrastructures have grown more complex, many organizations struggle with competing forces when it comes to infrastructure management. On one hand, infrastructure is now seen as a commodity, so costs are expected to come down with the use of cloud, software-as-a-service, desktop-as-a-service and other emerging technologies. On the other hand, with the introduction of these very different and dynamic technologies, complexity has soared, making it difficult to determine when problems arise if they originate in the applications, infrastructure or cloud.

To address these challenges and improve business performance throughout your organization, you need a unified approach for managing both applications and infrastructure. We call this holistic approach "applistructure" and it means viewing traditional and cloud applications and infrastructure environments as one completely unified entity. From our perspective, it shouldn't matter where the problems occur. What matters is getting the problems resolved quickly so users can get back to work.

Achieving this holistic approach requires integrating infrastructure, cloud and applications on a single platform to deliver visibility across your entire IT environment. A unified approach:

- Enables applications and infrastructure to be tuned from a common interface.
- Enhances hybrid cloud performance and availability.
- Identifies and resolves issues more quickly, boosting user productivity.

- Refocus IT efforts on core business goals to reduce time-to-market and control costs.
- Integrates analysis of historic and real-time data to drive even greater IT efficiencies.

Mindtree's holistic approach combines technology, expertise and process

When we designed our infrastructure management services we started with an end-to-end approach that includes technology, process and expertise to create unified management of applications and infrastructure. To accomplish this, we developed our service delivery platform to deliver a single point of reference regardless of the underlying cause. We integrated service management with monitoring tools to provide a consolidated view of applications and infrastructure. And we leveraged ISO, ITIL and ISM process leadership and made our platform technology-neutral, so our experts only recommend the tools and technologies that fit your organization's unique requirements.

Our approach helps companies like yours create new opportunities for cost savings and efficiencies by helping you extend and adjust your infrastructure according to your business needs. Many of our clients allow us to assume management of their entire infrastructure so they can focus on IT activities that drive real business growth for them. As a result, they experience year-over-year productivity gains of more than 10%. To support the evolution of their IT infrastructure, our flexible pricing and engagement models make it easy to extend and adjust infrastructure needs according to these changing requirements. We can do the same for you.

MWatch—the platform for unified management of your IT environment

Achieving a truly unified approach to infrastructure management requires a more advanced platform. MWatch was built from the ground up with an IT administrator's point of view. This is important because it allows us to deliver a unified view and yet keep it simple and therefore effective. MWatch provides complete, end-to-end monitoring of all infrastructure components, including applications, database, middleware, services, network, cloud and security components—for a completely integrated experience.

MWatch is integrated with ITIL service management features to create a holistic management platform. What's more, it's fully supported by a team of 2,300 Mindtree IMS experts at our seven state-of-the-art Network Operations Centers operated around the clock. And here's something really amazing: we don't charge you for it. That's because we use MWatch as a service enabler, so there's no license fee or configuration costs. It's all included.

Real-world examples of unified infrastructure and application management

Nothing proves the value of a solution quite like customer success stories. Here are two real-world cases of Mindtree's unified approach to infrastructure and application management in action:

1) Ensuring availability for mission-critical environments for large telecom
A large European telecom suffered from poor visibility into system operations and performance, a lack of flexibility and scalability, and poor service quality caused by aging proprietary software. They chose Mindtree to replace their back-end technical activities with highly effective business support and operations support systems in a phased transition. The change resulted in a projected savings of USD 6.5 million over five years, 24x7 offshore support

with improved response and resolution and the freedom to focus on core business requirements. [read more]

2) Adopting a hybrid cloud managed services model for global asset manager
A global asset management organization wanted to adopt a hybrid cloud managed services model for cost, scalability and business alignment benefits. We collaborated with the company to deliver the hybrid managed service that provided greater focus on their business needs with better risk management. The solution reduced device and server management costs by 44%, and improved service with ongoing operational efficiencies. [read more]

Summary

In the age of cloud computing, applications and infrastructure are now completely interdependent. As these IT environments become increasingly complex, it's difficult to determine if the source of problems originate in applications, infrastructure or cloud environments. Without an integrated platform, information and applications reside in different siloes that hinder availability, performance and productivity—as well as user satisfaction.

Our applistructure approach lets you tackle these types of IT challenges from a unified, holistic viewpoint. We combine our consolidated approach to infrastructure and applications with tools such as MWatch to ensure a secure infrastructure, meaningful data and reports and a dynamic disaster recovery solution. We do this so you can focus on more important issues, like driving your business to new heights and keeping those users happy. To us, that's how it should be.

Contact us

For more information about how Mindtree can help your organization drive business transformation with infrastructure management services, click here.

About Mindtree

Mindtree [NSE: MINDTREE] delivers technology services and accelerates growth for Global 1000 companies by solving complex business challenges with breakthrough technical innovations. We are among the fastest growing technology firms globally withmore than 200 clients and offices in 14 countries. Mindtree specializes in e-commerce, mobility, digital transformation, business intelligence, data analytics, testing, infrastructure, EAI and ERP solutions.