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Tight budgets can make for tough choices, especially in today's competitive environment where business seems to move faster every day. For many organizations, understanding the total economic impact (TEI) of an IT solution—including all the risks and rewards—can influence a business leader's decisions. This month's spotlight features a recent Forrester case study that focuses on the real value of the services we deliver. We believe understanding the TEI of solutions helps executives make the right economic choices to advance their business goals.

In this issue, we also share insights from our experts on topics like the importance of APIs for multi-channel success, advantages of mobile micro-learning, and other aspects of digital transformation. Our innovative solutions and collaborative approach with companies around the world has led to our recognition as a top 10 service provider and IT company.

## MINDTREE MATTERS

### **Mindtree Named Top 10 Outsourcing Service Provider by ISG in the Americas and EMEA**

Mindtree was among the leading providers in the Breakthrough category for both the Americas and EMEA based on annual contract value won over the last 12 months, according to the ISG Global Outsourcing Index®. Now in its 52nd consecutive quarter, the ISG Outsourcing Index® provides an independent quarterly review of the latest sourcing industry data and trends for enterprises, service providers, analysts and the media.

[Read more >>](#)

## SPOTLIGHT

### **The Total Economic Impact™ of Mindtree Infrastructure Management Services - A Forrester Case Study**

Do you spend significant staff resources on internal helpdesks, troubleshooting and remediation? Is it time to consider outsourcing your infrastructure services? A new Forrester Total Economic Impact (TEI) study examined the potential return on investment (ROI) that an enterprise may realize by engaging Mindtree Infrastructure Management Services. Based on interviews with a U.S.-based financial institution requiring 24x7 support for global operations, the study identifies the costs, benefits, flexibility and risk factors that affect the investment decision.

Download the study and see how the financial firm achieved 104% ROI in 6.8 months and saved almost \$20 million.

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## DEEP THOUGHTS

### **APIs and Micro Services - Working Together**

APIs have become an important part of the digital strategy for many organizations. They are used to provide a consistent experience across all the digital touchpoints and extend or build business models through integrating with new partners.

Mindtree Chief Architect Sudhir Sawant examines the importance of consistent strategies for APIs across the organization.

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### **Implementing SAP HANA Cloud Integration (HCI): Six Key Takeaways**

Bluefin Solutions consultant Lee Pittard shares key takeaways after being part of a team that connected Bluefin's SAP Customer Relationship Management system to SAP Cloud for Customer using SAP HCI. These takeaways include advice for saving time and money, and the benefits of SAP HCI for moving

on-premises infrastructure to the cloud, or creating a hybrid solution.

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### **How to Engage Today's Mobile Workforce in Learning and Development**

Millennials are particularly keen about informal or social learning. That's because they are trained to tune in anywhere at any time-whatever suits their terms. This makes it difficult to reach today's mobile users (which are mostly millennials) with traditional learning systems.

Binoj Balakrishnan, Mindtree's leader of the Shotclasses Platform, explains the advantages of micro-learning and some of the ways mobile micro-learning has proven effective.

[Read more >>](#)

### **Digitizing Travel: Keys to Building a Base of High-value, Loyal and Committed Customers**

Are you interested in building a base of loyal travel customers? Akshey Gupta, Mindtree's Technical Director of Big Data, recently co-authored a story for icrunchdata news that offers insights that will accelerate digital transformation within the travel industry.

From consolidating information to creating multiple points of customer engagement, Gupta offers a clear path to digital transformation.

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### **The First Rule of the Scrum Master - Do No Harm**

The Scrum Master is a servant to the team - but also the leader. With this dichotomy, it's easy to see the problem of a Scrum Master doing too little for the team. But how harmful is doing too much?

Dwight Kingdon, Mindtree Principal Consultant and Agile Coach, takes a close look at Scrum Master benefits and pitfalls- and offers six ways they can help the team do more for themselves.

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### **What the Banking Industry Can Learn from --- Rail Finance?**

How can a bank make itself indispensable to its most important customers? Study rail finance? Soumya Kuber, Mindtree Business Consultant for Banking and Financial Services, explores how lessons gained from a leading rail finance company can help banks add value with data-driven solutions.

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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](http://www.mindtree.com) to learn more.

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