Mindtree

Welcome to possible

Mindtree for SaaS Customer Onboarding

Partnering ISVs to accelerate SaaS transformation

Growth Opportunities for ISVs

SaaSification is on a sharp rise. A recent study found that companies, on average, are already using 16 SaaS apps and 73% of organizations say that more than 80% of their apps will be SaaS by 2020 . Independent Software Vendors (ISVs) are now in a hurry to tap this opportunity. To do this, they must quickly re-architect and SaaSize their on-prem products. But the transformation process of legacy application to the multi-tenanted, metered billing model of SaaS is challenging. There is an additional problem that ISVs face — on-boarding new end users and migrating legacy workloads of users to SaaS platforms isn't simple.

Reducing time to market, enabling flawless customer on boarding

Mindtree partners ISVs in their on-prem-to-SaaS journey. We have designed, tested and deployed a range of services aimed at simplifying and supporting the SaaS vision of our ISV partners. These services reduce time to market, seamlessly migrate/onboard customers and improve customer experience:

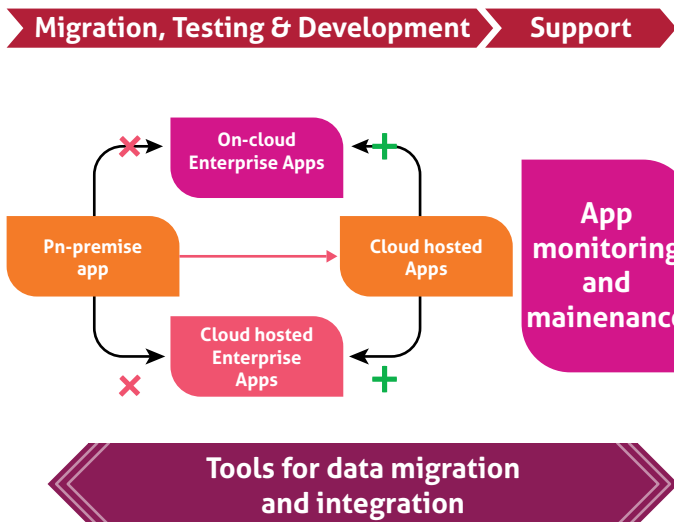- **Lift & Shift:** For ISVs who want to configure, test and release existing on-premise applications in a multi-tenanted cloud-based SaaS environment

- **Migration to SaaS:** For ISVs who want to re-code, re-architect, re-configure, customize and enhance existing on-premise applications for a SaaS environment using our accelerators and integrators for rapid migration

- **SaaS Native Product Development:** For ISVs who want to develop native SaaS products, want to adapt existing products for new verticals using our tools for data migration and integration

- **System Integration and Professional Services:** For ISVs who want to rapidly onboard (new) customers to their SaaS products and migrating data and workloads of existing on-premise users to SaaS platforms

How we do it

To deliver these services we use a combination of automation, DevOps and accelerators. In addition, our seven-stage cloud migration framework allows ISVs to confidently address the cloud assessment, planning, build, migrate, govern and manage stages that underlie the success of SaaS initiatives.
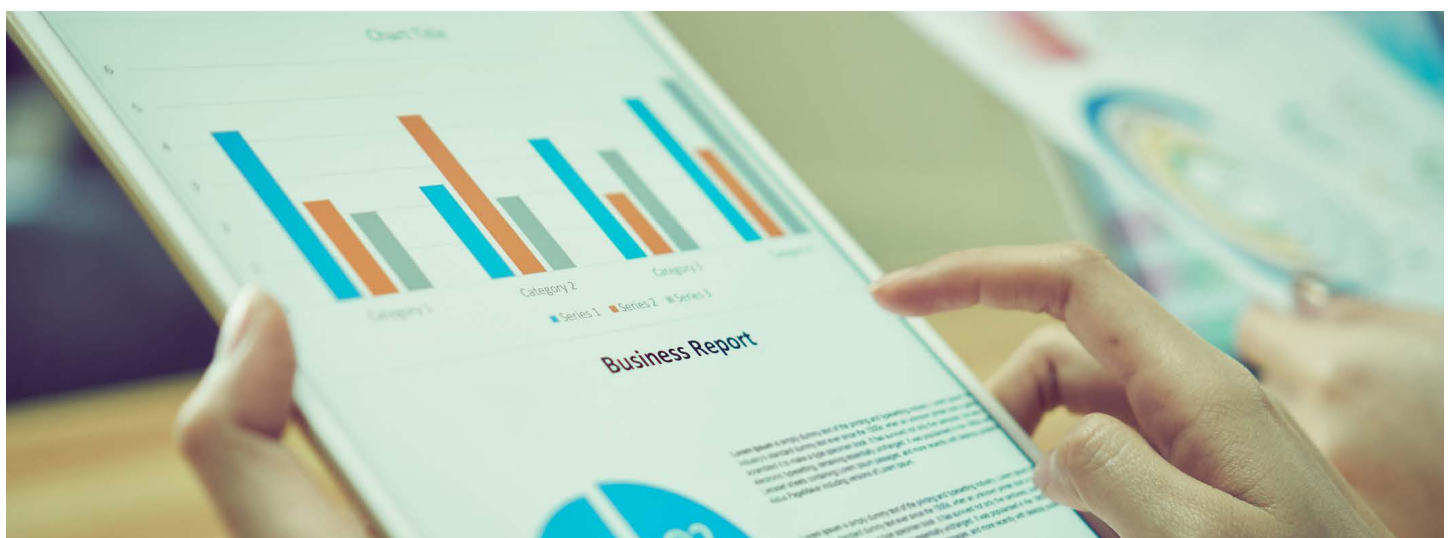
Our SaaS delivery platform encompasses:

Migration, Testing & Development **Support**

On-cloud Enterprise Apps

Pn-premise app

Cloud hosted Apps

Cloud hosted Enterprise Apps

App monitoring and mainenance

Tools for data migration and integration

- **Application Operations Management** - performance and availability, logging and diagnostics, role-based authorization, user management, tenant provisioning
- **SaaS Commercial Management** - licensing agreements, merchant processing, billing, usage metering, subscription set up
- **SaaS Tenancy Management** - notification, ticketing, feedback, reporting analytics, customization, configuration, tenant management

Why Mindtree?

Mindtree has two decades of product engineering expertise and has deployed 4,000+ successful enterprise cloud migrations. Our own SaaS platforms have been implemented for multiple customers. These platforms cut across industries:

- **Floorsense** which is used by retailers to connect store associates with high potential customers
- **InspectMind** that digitizes risk inspection for BFSI customers
- **PaxPlus** built for the travel industry to intelligently respond to passenger concerns expressed on social media
- **Gladius** with use cases across industries such as oil & gas, utilities, retail, entertainment, smart cities, banking, etc., for intelligent video surveillance
- **ShotClasses** that provides a micro-learning platform to enterprises

Success Stories - A Snapshot

Our industry-wide experience has enabled several successful SaaS engagements for global customers. These demonstrate and attest our SaaS partnership capabilities:

- customer onboarding for a leading UCaaS (Unified Communication as a Service) product for world's largest software products company for their clients - leading Australian insurance customer and for a global packaging products manufacturer
- Website test execution for a leading US-based low cost air carrier resulting in a YoY 30% drop in website support call volumes and a 35% reduction in defect leakage into production

The 2017 State of the SaaS-Powered Workplace Report: https://www.bettercloud.com/monitor/state-of-the-saas-powered-workplace-report/