

Aligning applications with strategic goals

To compete in today's fast-moving world, IT leaders must deploy new technologies rapidly to help grow their businesses while controlling IT costs. At the same time, they have to manage their current application portfolios and maintain essential run-the-business operations while eliminating redundancies and inefficiencies across the enterprise. That's why companies need an Application Managed Services (AMS) partner to help:



Meet run-the-business demands without interrupting services.



Lower the total cost of ownership to free up funds for innovation.



Focus resources on growing the business while supporting the enterprise.



Maintain visibility and control over applications while lowering costs.

Our approach

The Mindtree AMS team provides flexible, cost-effective Application Managed Services to support day-to-day operations while improving application service delivery. Using our end-to-end workflow-driven Managed Services platform, we align and integrate the right tools, technologies and processes to eliminate redundancies, reduce costs and deliver a best-in-class applications portfolio. We achieve these goals by progressing through three stages:

Transition

Our AMS team acquires a deep understanding of your applications and business processes to help manage the transition. We work closely with IT to transfer knowledge, standardize processes, establish baselines and define a detailed road map.
Typical savings: 10–15%

Standardize and optimize

In this phase, we standardize processes and establish a baseline for continuous service improvement. Now we can begin to implement Agile, Lean IT, DevOps and test automation to accelerate TCO reduction.
Typical savings: 15–20%

Transform

During this stage, we establish toolkits to enhance automation and take you from your current state to best-in-class. By rationalizing your IT portfolio and services, you'll be able to self-fund grow-the-business initiatives.
Typical savings: 8–10%


Key takeaways


Mindtree AMS focuses on these outcomes:


- ✓ Deliver the right Agile, Lean IT and DevOps tools and processes.
- ✓ Automate everything we possibly can.
- ✓ Reduce total cost of ownership.
- ✓ Speed release cycles and improve quality.


Overview of Mindtree AMS


Our AMS practice offers a wide range of services and capabilities, including:


- **End-to-end Managed Services**


Provide omnichannel support, unified services delivery, end-to-end automation, DevOps processes and business-aligned KPIs.
- **Application modernization**

Identify opportunities to enhance customer experience, reduce costs and speed processes through automation, new features or add-ons.
- **Business-aligned IT services**


Our customer-centric model incorporates application outsourcing, rightsizing and rebadging. Services include process optimization, portfolio rationalization and partnership governance.
- **DevOps**

Deliver services across the full life cycle, from transition planning and management, engineering support and testing automation to rightsourcing, Agile and Lean IT.
- **Agile Center of Excellence**

Support clients worldwide and promote collaboration between onsite and remote teams by hosting Agile experts, automated test engineers, dynamic architecture engineers, CD engineers, Agile analysts and UX designers.
- **Lean IT capabilities**

Focus on identifying and eliminating unproductive activities that detract value from the business, resulting in lost revenue, reduced productivity or poor customer service.
- **Test automation capabilities**

Conduct software test automation for applications on client servers, web technologies, web services, SOA and ERP. In addition, our core testing services include:

 - Test management, test execution and end-to-end testing
 - Automation testing
 - Performance engineering
 - Test execution efficiency
 - User experience testing
 - Data testing
- **Transition planning and management**

Perform audit of entire IT landscape, including applications, technologies and processes. Create a tailored plan aligned with your business objectives, along with agreed-upon KPIs and transition governance.

Technologies, frameworks and platforms

Tools



ATLAS Global Transition Workbench: Seamless transition management tool that uses integrated workflows, processes and templates

MWatch: Unified platform for recording, measuring and monitoring your portfolio health

MiLMS: Structured learning system with plans, content and dashboards that help you build and retain knowledge

Shotclasses: Mobile micro-learning platform for efficient knowledge acquisition and support

Accelerators



ATLAS Scorecard: Innovative solution for transforming an engagement from its current state to best-in-class

MIST: End-to-end service improvement framework for defining and driving continuous service improvement in the short, medium and long terms

miFactory: Solution for designing and running a factory model based on services, application clusters, technologies and processes

IDEA: Framework for defining and measuring business process KPIs

INSPIRE: Framework for defining and running a joint innovation board for identifying, defining, piloting and deploying strategic initiatives based on a joint fund set up by the customer and Mindtree

Dashboards



CXO Mindboard: Dashboard that helps you track, measure and manage business process metrics

MapMyIT: Tool that helps evaluate current TCO and expected ROI for your IT portfolio

MPAF: Our proprietary portfolio assessment framework used to assess and analyze an application portfolio across three dimensions: business criticality, applications and technology complexity, and process maturity

OneMind: Performance dashboard with a transparent view to help you track, measure and manage IT metrics

ATLAS

Processes, toolkits, accelerators and dashboards

Transition

MESH

MPAF

TransIT



Standardize

Quikmind

Operating model

OneMind

IMPulse



Optimize

ATLAS Scorecard

RAPID

Insights

MapMyIT



Transform

ScanIT

Inspire

CxO Mindboard

Businesses transformed by Mindtree Managed Services

- ✓ Improved productivity up to 17% for one of the biggest global insurers
- ✓ Achieved 99.95% uptime for 30 websites, driving online sales growth for a food processing leader
- ✓ Reduced cost and risk, improved customer satisfaction for a top insurance company
- ✓ Cut TCO through reengineered IT processes for a leader in the travel industry
- ✓ Decreased analysis and valuation time to help grow revenue for a large US bank



Mindtree is among the few India-heritage vendors that combine digital customer experience capabilities with digital operational excellence and application management strengths.



—Somak Roy, Senior Analyst, Forrester

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. Learn more at www.mindtree.com.