# Hyper-Automated SMART Command Center

Unifying IT Support into a Hyper-automated Command Center

Today's new paradigm will require multiple cost take-out initiatives to ensure that cash and resources can be conserved. With these heavy economic pressures, businesses seek to drive out costs and maintain customer engagement with uncompromised quality, while also supporting a larger-than-planned remote workforce. In this whitepaper, we have outlined how you can reduce your IT costs by converging your IT operations into a highly-automated unified command center.
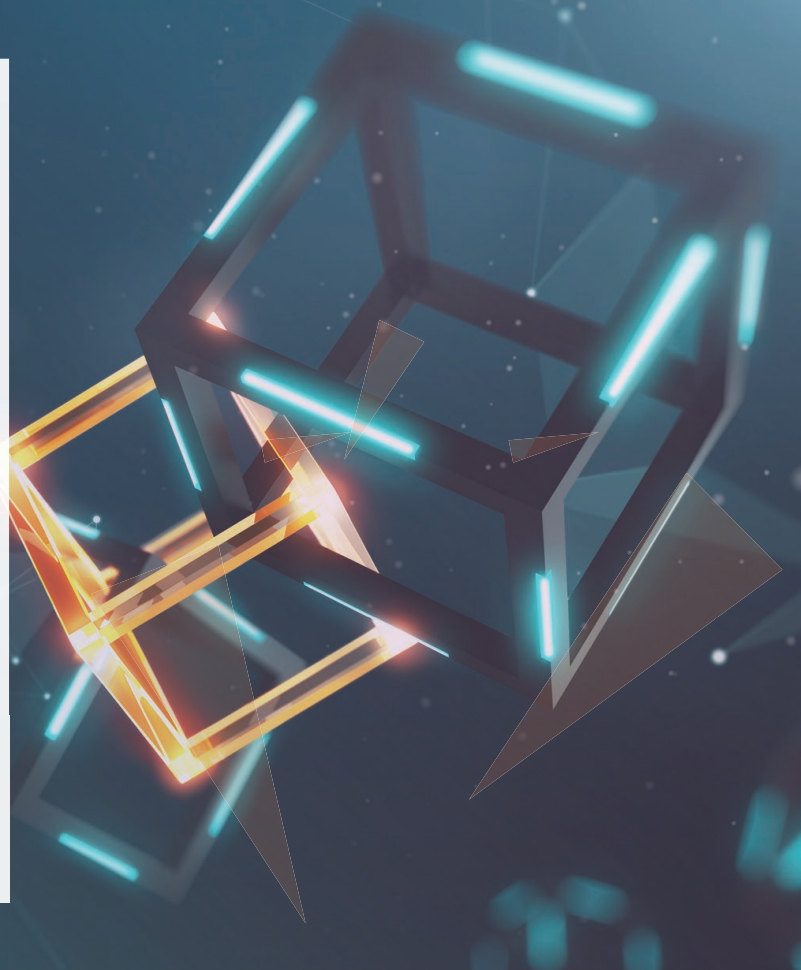
Converging IT Operations

Fortune 500 companies, on an average, allocate about 3% of revenue to IT budgets, much of which is spent on IT operations. Typically, separate support teams are created for applications (many times more than one), infrastructure and the service desk. Converging all of these IT operation support teams into a Unified Support Model provides you with significant business values, such as: improved end-to-end visibility, fewer hand-offs, improved flexibility, and faster fulfillment of requests and incidents. A Unified Support Model also provides a broader scope to apply hyper-automation, magnifying your economy of scale.

Hyper-Automated Unified Support Model That Reduce IT Costs

Mindtree can converge the support activities for Cloud, Applications, and Infrastructure to provide a full-stack ops team, with end-to-end AI/ML automation. The end result is a Secure, Managed, Autonomous, Resilient, Targeted (SMART) Command Center enabled by hyper-automation using Mindtree accelerators like pre-built automation in Mindtree MWatch™, and Mindtree's **machine learning automation** component, Intelyzer.

Mindtree helps drive IT cost reductions through two approaches: Operations Hyper-automation, and Digital Workforce. Our operations **hyper-automation** is driven through AI/ML algorithms to enable automated response to alerts, as well as predictive maintenance capabilities, and delivered with Mindtree's service delivery platform, **MWatch™**. When combined with our Digital Workforce of **750+ Bots**, Mindtree can combine both application and infrastructure L1 + L2 +L3 operations into a single, converged SMART Command Center (SCC), driving operational cost savings of up to 55%.

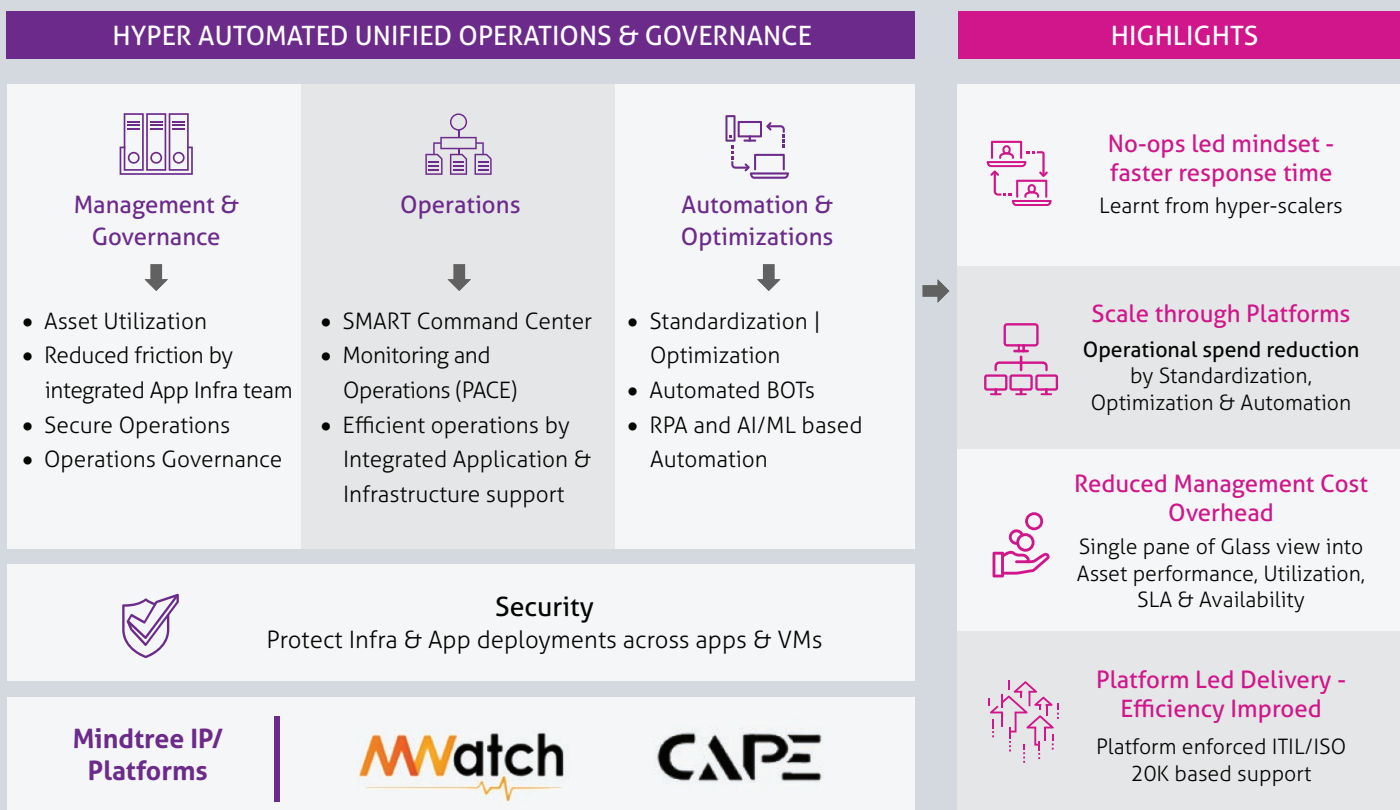## Reducing DevOps Costs with Hyper-Automated SCC

The SMART Command Center (SCC) efficiency is further optimized by a hyper-automated DevOps model using CI/CD tool chain created on a Cloud-native platform, or by leveraging the Mindtree hybrid intelligent automation platform, CAPE™ (Composable Automated Platform for Enterprise).

Mindtree CAPE™ is a configurable 'meta-platform' that allows organizations to compose, provision, deploy, operate, and visualize the entire IT lifecycle plan to operate phases, all from a single canvas. Equipped with an API-based architecture, CAPE™ can integrate with more than 100+ CI/CD lifecycle tools that exist in the market today, such as those specializing in Continuous Integration, Provisioning, Deployment, Monitoring, Secure Scanning, Automation Regression Testing etc.

CAPE™ is designed to work on a multi-cloud or on-prem enabling us to integrate and deploy them easily into the client's existing landscape, and start easy automation from Day 1 of the engagement.

CAPE™ adds value primarily in three areas:

1. **Enabling Intelligent Automation-driven operations:** Integrate Robotic Process Automation, ML and cognitive conversational capabilities from our repository comprising of 715 Bots to automate operations

2. **Out-of-the-box tooling:** Clients can plug-in pre-built components to enhance the value of existing toolchains and derive visualization benefits immediately

3. **Compose once, deploy anywhere:** Compose portable blueprints as canvas, and deploy on-prem or multi-cloud

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HYPER AUTOMATED UNIFIED OPERATIONS & GOVERNANCE

Management & Governance

- Asset Utilization
- Reduced friction by integrated App Infra team
- Secure Operations
- Operations Governance

Operations

- SMART Command Center
- Monitoring and Operations (PACE)
- Efficient operations by Integrated Application & Infrastructure support

Automation & Optimizations

- Standardization | Optimization
- Automated BOTs
- RPA and AI/ML based Automation

Security
Protect Infra & App deployments across apps & VMs

Mindtree IP/ Platforms

MWatch   CAPE

HIGHLIGHTS

No-ops led mindset - faster response time
Learnt from hyper-scalers

Scale through Platforms
Operational spend reduction by Standardization, Optimization & Automation

Reduced Management Cost Overhead
Single pane of Glass view into Asset performance, Utilization, SLA & Availability

Platform Led Delivery - Efficiency Improed
Platform enforced ITIL/ISO 20K based support

Proof Points for Hyper-Automated SCC

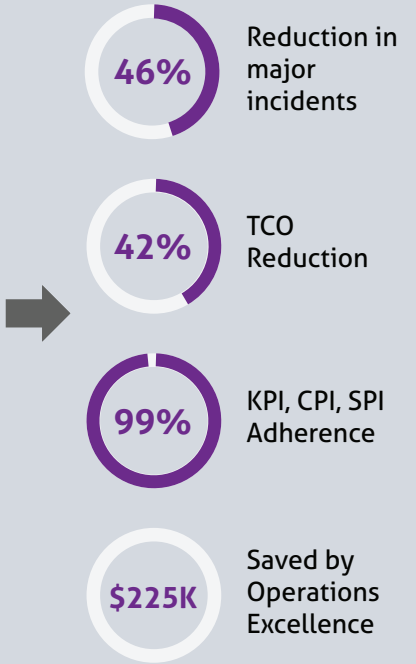Proof point: Managed 250+ applications and infrastructure assets in an 'AppliStructure' (Applications + Infrastructure) converged IT support model for a leading U.S. personalized digital media company.

<table>
<tr><td rowspan="2">Problem statement

How do we?</td><td>Broken Processes and lack of documentation
Scalable Operations
Non Aligned SLAs
Lack of Innovatioin
Multiple management solutions that does the same job
Requires multiple dependencies to resolve a ticket</td></tr>
</table>

- **Infrastructure Standardization:** Implementation of new technologies throughout various towers to improve the clients environment (multiple tools converged)
- **End to End Management Services:** Manage the customers complete environment related to DC and End user computing (include metrics around stores, coupons, devices, tools rationalization etc.)
- **Operations Excellence:** Consolidation of Databases, License management has reduced their operational expenses by 20%
- **Process for predictable performance:** 39 metrics classified into Critical, Key & General areas leading to predictable performance
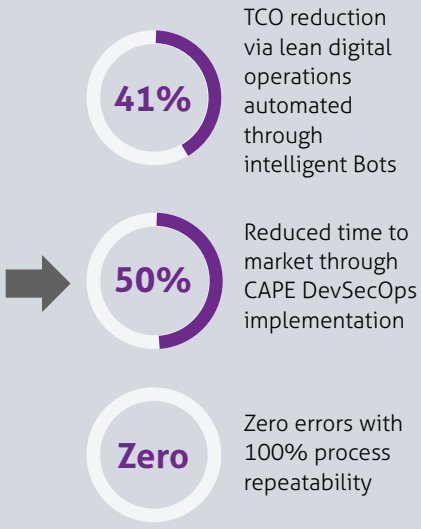
Outcome

Mindtree Solution

46% Reduction in major incidents

42% TCO Reduction

99% KPI, CPI, SPI Adherence

$225K Saved by Operations Excellence

Proof point: Digital partner in a multi-vendor ecosystem powered by an Intelligent Digital Bot factory

<table>
<tr><td rowspan="2">Problem statement

How do we?</td><td>Hightly fragmented digital marketing program, with hundreds of different agencies working on digital marketing initiatives
Creating a unified digital marketing experience across 70+ brands, 100+ countries
Reduce cost of operations</td></tr>
</table>

- Anchor digital partner **supporting 1600+ digital properties** owning their entire digital marketing multi-vendor ecosystem consisting of creative agencies, technology agencies
- **Intelligent automation solutions** to accelerate time to market, rollout and manage brand sites **providing rapid content update capabilities**
- Optimization across various work streams using industry best practices - **Lean and shift left**
- **DevSecOps** Implementation through our **CAPE** platform

Outcome

Mindtree Solution

41% TCO reduction via lean digital operations automated through intelligent Bots

50% Reduced time to market through CAPE DevSecOps implementation

Zero Zero errors with 100% process repeatability

https://www.automationanywhere.com/in/customers/case-studies

Conclusion

Organizations have been forced into a new paradigm of innovation and cost reduction. Mindtree's SMART Command Center deploys technologies and methodologies to unify your applications support, DevOps, and infrastructure support, providing up to 55% cost savings for your IT Operations.

The unification of your support models drives end-to-visibility,

faster fulfilment, as well as consistent and predictable IT operations for your enterprise - Quality @ Speed. We, at Mindtree, have developed the competencies and capacity for a Hyper-Automated Unified SMART Command Center for Operations and DevOps to help our customers successfully traverse this systemic disruption and embark on future growth with flexible IT operating models and cost structures.

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 300+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 18 countries and over 40 offices across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."