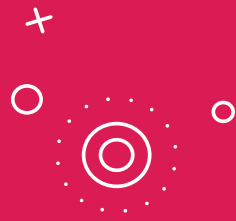




Mindtree

A Larsen & Toubro Group Company

Case Study:
End-to-End support for
**IoT Platform
for a paints
manufacturing
plant**



Welcome to possible

CLIENT

The client is an expert in the proud craft of making paints and coatings, for over two centuries. Employing over 40,000 people across the world, they have a wide ranging portfolio of brands which is trusted by their customers in over 150 countries.

CHALLENGE

One of the many challenges for this particular project involved the manual monitoring of IoT platforms and its associated environment. The client also did not have a dedicated 24/7 support team earlier for this platform (Level 1), and as a result they were also falling behind on two other levels - the first was that there was no standard reporting or support team to ensure uptime of the entire IoT platform. The second was that there was no automated process to alert the teams in the case of any system failures or other critical issues.

SOLUTION

With Mindtree's prior experience in dedicated IoT platforms, this was familiar territory. To begin with, we set up a 16/5 dedicated team for E2E IoT Platform support. Then, there was a monitoring IoT Platform related Azure PaaS, using Azure Monitoring Tool - this displayed dashboard and alerts. In addition to this, critical parameters were being monitored and IoT Edge gateway states were set up for proactive action, and 24/7 on-demand phone call support was ensured for any critical and time-sensitive issues.

BENEFITS

By providing end-to-end support for the IoT platform, Mindtree delivered the following benefits:



No downtime and ensure business continuity



Reduced ticket resolution time by 30%



Proactively take action and avoid downtime



Quick root cause analysis reports for defects.



Standardized reports for all the stakeholders(daily)



24/7 on call support



■ 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 275+ 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 more than 15 countries 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 22,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."