



Mindtree

A Larsen & Toubro Group Company



Ensuring Stable Operations and Reduced Overheads for a **Large Banking and Financial Services Organization**





About the client:

The client is an American insurance company and is the largest provider of supplemental insurance in the United States, providing financial protection to more than 50 million people worldwide.

Business Needs

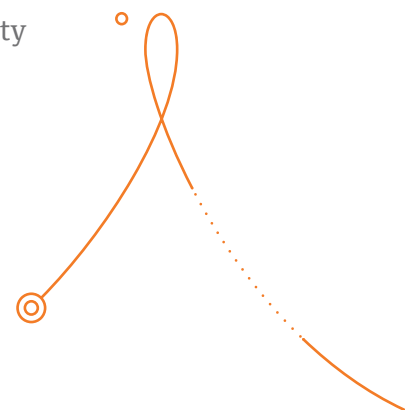
The client was facing operational challenges while utilizing the concepts of Configuration Management to build and manage their CMDB (Configuration Management Database), leading to:

- Ineffective control
- Inadequate visibility from business services to IT components
- Delay in transformation project
- Operational overheads



Solution:

- Assessment of existing landscape, for shortfalls and gaps. This comprised:
- Utilized custom made assessment toolkits
- Consultative dialogues
- Including learned inferences on the existing state, while educating the client on ITSM principles and their practical implementations
- Creating a thorough roadmap and plan for future state transition and delivery
- Transition and delivery, focusing on improving customer maturity in the ITSM space, to improve service management, including:
- Centralized governance models with defined roles and responsibilities
- Configuration Management System, integrating CMDB and other federated data sources
- Baselineing of CI (Configuration Item) data with defined standards, for core and extended information
- Integration of use cases for impact assessment and service observability
- Integration with other ITSM processes
- Audit and exception management





Business benefits:

The Mindtree team was able to standardize configuration management and inculcate the culture of process-based thinking in operations, leading to:

Stable operations,
with reduced overheads

Greater observability,
thus paving way for
transformation initiatives

Enhanced reporting for
faster and learned
decision-making

Inculcating a process-driven
mindset for further improvement
initiatives and projects



About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company that enables enterprises across industries to drive superior competitive advantage, customer experiences and business outcomes by harnessing digital and cloud technologies. A digital transformation partner to approximately 275 of the world's most pioneering enterprises, Mindtree brings extensive domain, technology and consulting expertise to help reimagine business models, accelerate innovation and maximize growth. As a socially and environmentally responsible business, Mindtree is focused on growth as well as sustainability in building long-term stakeholder value. Powered by more than 37,400 talented and entrepreneurial professionals across 24 countries, Mindtree — a Larsen & Toubro Group company — is consistently recognized among the best places to work.

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