Case Studies

Challenging the Status Quo

How are we helping our clients to transform…..

Return on Digital Investment

With our ITNomics consulting offering, we help Enterprises to identify cost optimization levers and also track the return on the investments made on Digital transformation projects as we did recently for a Middle Eastern Government Client

Accelerate Transformation

Conducting Design thinking workshops for a European financial institution, provide path to eliminate wastage of operational costs such as licenses, contracts, hardware, software, telecom expenses and human efforts as it contributes to more than 60-70% of IT costs

Respond to Market Dynamics

Our Full Stack Digital Operations framework has helped a manufacturing client integrate App Ops and Infra Ops reducing FLR and MTTR by 75% and 30% respectively. The model helps the operation to be ready for hybrid mode of working.

Unlock Fund to Innovate

Innovations like the introduction of GenAI to improve Infra operations through proactive issue prevention, adaptive resource allocation, automated process improvement suggestions etc. need heavy investments. Saving operational costs can help fund these initiatives.

Drive Unit Economics

Moving to an Opex based model can provide visibility of function/department wise IT expense to drive cost optimization and create ability to track per-unit-cost productivity improvement.

Dealing with Technical Debt

Managing Legacy IT is very expensive, and we provide multiple options to our clients – moving to an OPEX model, tools to keep estate up to date in terms of patches or software versions or moving portions of workload to cloud but managing the hybrid estate seamlessly

Transforming the client's IT landscape

RUN

Identify the key cost drivers and device plans to bring down the cost

GROW

Focus on developing and enhancing IT systems for business growth funded by optimized run budget

TRANSFORM

Transformations based on business outcomes ensuring funding is allocated appropriately

DATA DRIVEN

Make informed investment decisions based on the data and democratize data availability across the organization

How do we Solve? LTIM's ITNomics

ITNomics, adopts LTIM's '**6R'** Spend Disposition strategies to enable enterprises to navigate through the business cycles by focusing on Value Discovery, Value Protection, Value Preservation & Value Creation@ Speed across the IT Service Value System by aligning the technology for Business to optimize discretionary expenses & achieve the non-discretionary "Run" spend to **less than 40%**

IT Business Management

Alignment of Technology Investments to Business Value
% IT Spend of Run v/s Grow

Technology Products/Services

Infrastructure Efficiencies
License, Maintenance & Support contracts, Cloud Costs

Engineering Effectiveness

Tool Optimization,
Observability,
SRE Functionality

Operating model

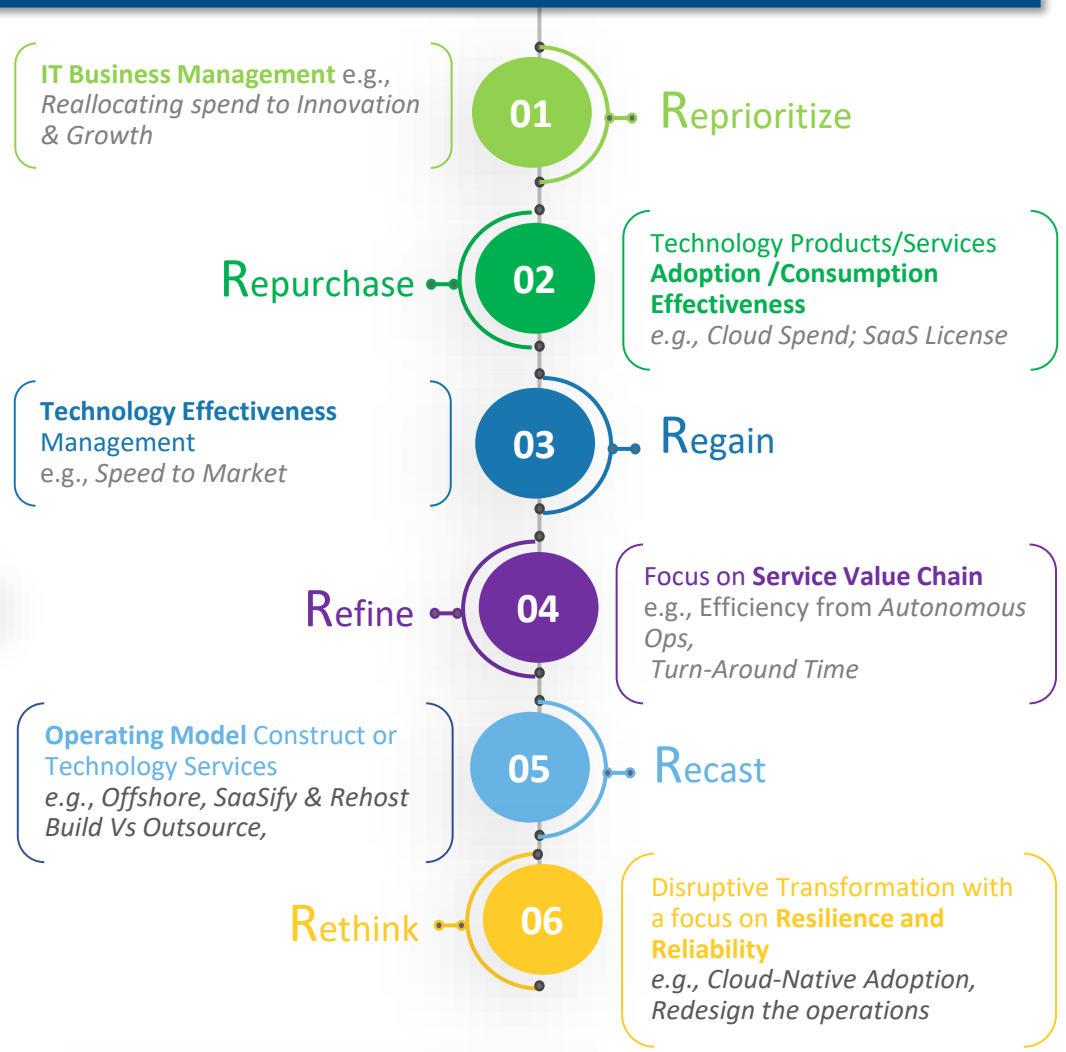
Operational Efficiency, Skill Pyramid, Agile Operations to manage new technology

Resiliency & Reliability

Governance, Risk, Compliance, DR Readiness, Cost of Downtime

Service Value Chain

Process Maturity & Yield, Cost of Service Fulfillment



LTIMindtree

FirstCitizensBank svb Silicon Valley Bank

Rethink

solar *Since 2020*

Provided an infrastructure transformation program capable of standardizing IT systems by consolidating, optimizing and modernizing the IT estate

Business Challenges

- Client had a wide set of disparate IT systems across different business units due to multiple M&A over last few years.
- Few challenges with existing IT landscape were decentralized management, 40% of the physical servers have reached end of life, underutilized compute resources, manual Provisioning, multiple monitoring tools, no CMDB, no ITSM tool, multiple application serving same purpose, many appliances are over provisioned with resources, low maturity of process review and audits.
- Client was looking to standardize their IT systems by consolidating, optimizing and modernizing the IT estate. Key objectives of the assessment are to recommend Hybrid Cloud & Security Strategy, high-level target architecture & transformation roadmap for client's IT Infrastructure

What LTIM Did

- To plan and execute client's IT system assessment, LTI carved out a team of consulting experts.
- LTI used tool based and manual workshop-based discovery for data gathering.
- LTI identified set of 21 projects across 3 towers (DC & Cloud, EUC and Security) with detailed analysis to reach to be state by maneuvering constraints and challenges.
- LTI leveraged the As-Is state understanding, the future state vision of client and derived guiding principles governing the future state recommendations from LTI
- Migration strategy and roadmap for application workloads
- Workplace modernization through cloud enabled virtualization, messaging, collaboration and content management

Value Delivered

- Target state hybrid cloud reference architecture – Hyperconverged architecture based private cloud coupled with Azure Cloud services
- Modernization of EoL Windows OS platform and MS SQL Database , right sizing of VMWare environment, storage tiering with data life cycle management and tools rationalization and consolidation.
- ~30% cost reduction over current IT spending

Landscape

- 3483 Users, 3248 Devices
- 1530 VMs
- 50+ Network devices
- 140 MS SQL, 27 DB2
- 190+ Backup Clients

Tools management and DevOps transformation across Lines of Business

Business Challenges

- Different teams at each LoB for ALM Tools Operations. Lack of Admin skills in Tools Ops team across LoBs.
- Lower maturity, no cross skilling within Ops team, and more dependency on OEM's leading to delays in resolving tools issues and longer release cycles.
- Disparate ALM / RLM tools within each project with no standardization across the organization in terms of tools/process adoption.

What LTIM Did

- Established "Engineering COE team" for tools and process standardization. Setup One Operations team for each LOB. Enabled cross-skilling and up-skilling on tools for Ops Team.
- Implemented centralized Self-Service Cloud Marketplace – Infra Provisioning, Configuration Changes, Software Procurement & Upgrades
- Templatized CI/CD Pipeline across different technology stack for reusability. Fully Automated CI/CD Pipelines for build & deployments with integrated security interventions
- Container based deployments of microservices on On-Prem/Cloud Platform using Docker, Kubernetes and Enterprise Container Services

#CentralizedInfraDevOpsPlatform #HybridAndMultiCloudPlatform

Value Delivered

- 20% pt. increase in Peak hardware utilization (56% to 76%) resulting in ~$20Mn Cost savings across infrastructure
- 30X Faster DevOps adoption
- 90% Reduction in Infra Provisioning time

Landscape

- 3200 Middleware Instances
- 3000 Oracle Databases and 450 MSSQL Databases
- 10000+ Servers hosted in 5 regions spread globally

Success Stories within Enterprise Cloud Ops, Distributed Workload & Smart Networks

Implementation of NexGen Infra Operations for Leading UK Asset Firm

- *Deployment of FSDO*
- *Implementation of Cloud based Threat Intel & SIEM service driving SOC services*
- ***28% Reduction** in Operations Costs & Additional savings of **~35% savings***
- ***30% Decrease** in TAT from 90.5 hrs. to **61 hrs***
- *542 VMs, 797 Databases, 63 switches*

Transformation of Debt restructuring services for Leading Swedish Financial Firm

- *Quick first level resolution by LTIM FSDO and deployed RPA to automate server tower, and reduce manual efforts*
- ***96.3% Reduction** in manual efforts & 70% FSDO thereby Improving customer satisfaction*
- *1503 servers, 144 Apps, 1000TB*

End to end Transformation to Oracle Cloud Infrastructure for US Based Lending Firm

- *Build high performance scalable, agile and fault tolerance Oracle platform at Oracle Cloud*
- *Shared service support with monitoring and real time notification (24X7)*
- ***40% increased** Operational performance*
- ***~$1Mn savings** in 1st year of migration*
- *100+ Compute instances, 500+ TB*

Tools management and DevOps transformation for US Based Global Bank

- *Established "Engineering COE team" for tools and process standardization*
- *Implemented centralized Self-Service Cloud Marketplace & templatized CI/CD Pipeline across different technology stack*
- ***~$15-20Mn Cost savings** across infra*
- ***30X Faster** DevOps adoption*
- *3200 MW Instance, 10000+ servers*

VMWARE Infra and Application Assessment for US Based Wealth Management Firm

- *Resiliency Assessment of 40+ Critical Business Applications.*
- *Analysis of AS-IS current architecture and config. of compute, storage, Network setup & Identification of gaps*
- ***Roadmap with architectural changes**, Test cases with recommendation created*
- *500+ Servers, 50+ Critical Business Apps*

Infrastructure Migration for Leading Pan African Bank

- *Phased Migration of a legacy datacenter to next generation SDDC with OpenShift platform built on top it*
- *Redesign & optimization of apps to a standardized infra for future-proofing*
- ***Near zero downtime** migration without business disruption*
- *65+ Enterprise Apps, 50000+ users*

Design & developed Single view of VM for Leading European Cards Processor

- *Design and deployed single pain of glass to manage multiple VM's+ Container environments*
- *Deployed ticketing system having single visibility & Orchestrate large globally distributed systems*
- ***Delivered 400+ Test***
- *30 Data Centres*

UC Support for One of the Government Financial Company in US

- *Plan & Deploy major and minor Upgrades on all Voice Servers*
- *Designing and creating UCCX scripts / Call flow for contact center as per business requirement*
- ***30% Telco cost reduction** with reduced manual efforts & SLA adherence*
- *7000+ Phones, 60+ Contact Centre Agents*

Key Contributions– L-CIT to FCB Network Migration

SCOPE

- Migration of LCIT network to FCB network.
- Configure all the bank branches' User ports to FCB network by changing the User VLAN and Voice VLAN.
- Implement DNS changes in Infoblox.
- Wipe out the network configuration of LCIT & FCB branches for decommissioning.
- Configure the switch ports for DVR/DMP requests for all the branches.

CHALLENGES

- Rigorous User Follow ups to check connectivity quality
- DNS record creation
- Post decommission validation
- Coordinate with Compu Comm team to unrack and ship the decommissioned network devices
- Coordinate with the user until the DVR/DMP connection is up

SOLUTION

- Network Ports were configured for use in FCB network
- DNS resolution for the network devices
- Decommissioned devices and made them ready for un-racking
- Ports configuration for DVR/DMP installation
- Successful completion of the Migration to FCB Network

BENEFITS

- Migration of network LCIT to FCB VLAN.
- Client benefited by knowing the status of the device and circuits with the help SolarWinds Configurations.
- Client benefited in getting the network device cleaned up physically from the location and from the SolarWinds monitoring.
- Users are benefited in getting the DVR/DMP installed and tested.

Key Contributions– FCB Vulnerabilities Backlog Reduction

SCOPE

- Remediate the vulnerable devices – Windows, Linux & Middleware servers
- MS Access DB 2010 SP2 decommission on LCIT (200+ servers)
- Birthday Attack, TLS and MSWinVerifyTrust Signature validation on LCIT and FCB servers (200+ Servers).
- Old Snapshot Deletion on Daily basis on LCIT and FCB on Weekly basis
- Python decommission on LCIT and FCB servers (1000+ servers)

CHALLENGES

- After the transition, started working on FCB's vulnerability & patching
- To deliver a differentiated offering across various tasks.
- Follow up with the users/App Owners to get the downtime and to schedule the activity.
- Increase in the assets, inventories

SOLUTION

- QID 38863, Weak SSL/TLS, Key Exchange Vulnerabilities fix on Access appliances pxpnbuinf55/56/65/66
- Old Packages removal for Vulnerability remediation on L-CIT Linux Servers.
- Fixed NFS Exported Filesystems List Vulnerability on NetBackup Appliance
- Successful remediation and evaluation of Vulnerabilities

BENEFITS

- LTIMindtree successfully transitioned the tasks performed by FCB earlier
- Earned Client Confidence
- Single point of ownership for Vulnerability remediation, Upgrades, Uninstallations etc.
- Rapid reduction in the backlog overall increasing the security posture

LTIMindtree

First Citizens Bank

Let’s get to the future, faster. **Together.**