

Hybrid Infrastructure &
24*7 Operational SAP Support for
European Utility Company



Client

Our client is the global leader in optimized resource management with nearly 200,000 employees worldwide. The group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries.

Challenges

- Highly complex platform due to several critical transactions being processed and widely spread userbase
- Multiple systems integration, service providers and internal IT teams managing platform operations
- Difficulty in assessment of current platform due to multiple interfaces to other systems
- Cost escalation due to business growth at an incremental level rather than exponential level
- Low performance and user satisfaction of existing platform

LTI Solution

- Managed 500+ VMs and Migrated SAP Landscape (130+ instances, 200 interfaces, supporting 16,000+ users globally) to AWS/Century Link for enhanced system reliability and increased business adoption
- 'Lift and Shift Migration' - no change in Application Architecture during Transition and Transformation phase
- Creation of horizontal support structure with end to end operational responsibility of SAP platform with LTI
- 24x5 Application Management & 24x7 Infrastructure Support by leveraging CBP
- Used Vendor Collaboration Framework (VCF) for productive multi-vendor engagements and faster response

Business Benefits Delivered

- High-Availability or Resilient SAP solutions are designed to protect the single points of failure (SPoF)
- Future ready platform that can handle future business growth with improved user experience, uncompromising performance and non-exponential operations cost escalation, making it attractive to business
- Accelerated Migration: Leverage industry standard approach & best-in-class migration accelerators
- 98% SLAs adherence with Converged Cloud Ops support model
- 20% reduction in MTTR by ticket co-relation and QoQ ticket analysis using MOSIC discovery

Technologies Used

LTI solution – **Cloud Brokerage Platform**

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