



## Case Study

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# Optimizing Infrastructure for a Major Utility



## Client

The client is a Fortune 500 and Standard and Poor's 500 energy company based in the East Coast, USA. They are among the 10 largest electric utility systems in the country with nearly 8,000 employees.



## Challenges

The client aimed to continuously innovate to enhance and improve the IT infrastructure services delivered to the business, while also reducing the operational cost to deliver that service. They were looking for a partner to help transform infrastructure by leveraging AI/ML and tools-driven automation.

- > **Low engineering productivity:**

SMEs were spending more time on operational activities, and less on enhancements, driving automation, proactive problem management, etc.

- > **Low operational productivity and poor user experience:**

A noisy environment with high number of recurring and non-actionable incidents meant teams were spending more time addressing incidents than fulfilling service requests to enhance user experience.

- > **Low observability:**

Lack of an end-to-end view of the distributed IT landscape impacted business services and critical applications. Most outages were reported by users, and identifying their root cause was time-consuming.

- > **Low compliance posture:**

Systems were far below the N-1 level, resulting in high number of outages and major incidents.



# LTIMindtree Solution



## Converged operations

- Cross- skilled and functionally aligned Integrated Command Center (availability and event management, service request management).
- Specialist Incident Management teams to resolve escalated incidents quickly.
- Dedicated SME/architects pool across technologies to focus on enhancing landscape and technology stack.



## Operate, To Transform (4D Model)

- Do Less: Eliminate work volume.
- Do Fast: Resolve issues faster.
- Do Better: Improve environment reliability.
- Do More: Enhance persona experience.



## Automation Native

- AI-driven knowledge management.
- Event correlation, event management, and dashboards.
- Self-service infrastructure provisioning.
- Self-service access management.
- Self-healing event management.
- Tools-based patching, capacity, and problem management.



## Business Benefits



### Eliminate Work Volume

- 60% reduction in overall incidents
- 75% reduction in alert incidents
- 80% drop in capacity-related incidents and alerts
- >40% drop in password reset and account lockouts incidents



### Automation

- >980 hours of effort saved
- >1,700 tickets resolved by automation



### Faster resolution

- Incident MTTR reduced by 90%
- Service request TAT reduced by 66%



### Cost Savings

- Cost savings of over \$1.7 million

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