LTIMindtree

Intelligent Operation & Innovation with Business Adoption and System Reliability for European Utility Major
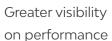
Client

The client is a French transnational company with activities in three main service and utility areas– water management, waste management and energy services.

Challenges

The engagement scale spanned across 16,000 users globally, SAP Landscape with 130+ Instances, 220 Virtual Machines, 200+ interfaces, and a Multivendor platform support environment. The client wanted to achieve:

Greater visibility on performance

Business Adoption

Cloud Migration-enabled Operational Excellence and Innovation

System Reliability

Global cost reductions

Horizontally scalable solution

LTIMindtree Solution

We built a next-gen AMS model to deliver amplified outcomes for the client.

Key highlights:

Transition

- Accelerated Transition leveraging LTIMindtree Mosaic Profiler tool.
- Silent Transition from multiple incumbent vendors.

Intelligent Operations

- LTIMindtree Mosaic Automation Platform for operational improvement including cloud orchestration, cognitive end-user assistance and proactive problem management.
- Improved Productivity: Proactive Problem Management and Industrialized & visible Demand Management.
- Agility & User Satisfaction: Factory Model, activity-based & agile development.

AWS Cloud Migration

- Future-ready platform: Complete Infrastructure build & data migration to AWS cloud in 6 months.
- Converged Operations with Hyper Automation and Cognitive tools to improve reliability.

Business Benefits

We are delivering Amplified Outcomes with our "Operate to Transform" model:

Do Less: 58% Incidents prevented by Converged Operations Command Center.

Do More: 10% improvement in persona productivity with automation in company code creation process.

Do Fast: 60% reduction in MTTR (Mean time to Resolve) with deep analysis and guided resolution.

Do Better: 99.9% System Availability with AWS cloud platform, 20% Incident Elimination through Proactive Problem management.