

Case Study

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



# Client

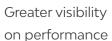
The client is a French transnational company with activities in three main service and utility areaswater management, waste management and energy services.



# 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:







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.

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