



Smart Way of Managing Enterprise Infrastructure

Introduction

Building smarter, more sustainable, and resilient infrastructure is not as complex as it first sounds. There are many examples now of best practices in collecting data, making sense of it with the right management systems, and then using it in real-time to make beneficial infrastructure decisions, for the infrastructure owner, end-users, and beneficiaries.

At LTIMindtree, we brought these concepts to life and transformed traditional IT into a new-age tech revolution for a US-based Electric Utility Company. Our processes and frameworks helped improve and make the IT infrastructure services delivered to the business that supports four million utility customers smarter, while reducing the operational cost to deliver that service by 10,000 employees, at the same time. This transformation was enabled through our “Adaptive Converged Ops” framework using cognitive tools and a cross-skilled workforce, helping the Utility save USD 1.7Mn in just one year.



How can Utilities adopt the new-age digital ways of working for infrastructure transformation?

The evolution in utilities industry has been quite rapid. Utilities can emulate the 'converged ops' model to transform their infrastructure which requires Insight-Driven Operations enabled by Information governance, a robust service management framework, and bringing operational intelligence.

- **Information Governance** provides a 'single source of truth' of the relationship between business applications and IT components. This is the glue that keeps smart infrastructures operating efficiently and continuously.
- **Robust Service Management** involves cross-skilled and functionally-aligned Integrated Command Center (Availability and Event Management, Service Request Management), Specialist Incident Management teams to resolve escalated incidents quickly, and dedicated SME/Architects pool across technologies to focus on enhancing landscape and technology stack.
- **Operational Intelligence** is what elevates intelligent assets to smart infrastructure. It proactively analyzes IT infrastructure performance to spot service degradation, leveraging machine learning intelligence to analyze operational metrics about IT infrastructure that might cause service outages.

The utilities are compelled to adopt new technologies to keep pace with the rapidly transforming energy scenario. Infrastructure transformation is fundamental to the overall utilities digital transformation roadmap. LTIMindtree manages and develops a transformation roadmap for many utility organizations. For a Northeast Utility, LTIMindtree improved the reliability of their Infrastructure by:

Saving over
USD 1.7 million
through automation.

60% reduction
in overall incidents.

75% reduction
in alert incidents.

80% reduction
in capacity-related
incidents and alerts.

40% reduction
in password reset
and account lockouts
incidents.

90% reduction
in incident Meant Time to
Resolve (MTTR).

66% reduction
in Service Request Turn
Around Time (TAT).

65% of incidents
resolved by Availability
Management (ALM).

**40% of Service
Requests**
resolved by Service
Request Management
(SRM).

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree – a Larsen & Toubro Group company – combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>