



CASE STUDY

Transforming a BFS Giant's Operations: Scaling and Skilling for AWS Cloud Adoption



Client

Our client, one of the largest entities in the BFS sector with a substantial container estate, wanted to transition to the AWS cloud. They had a distributed Ops team of over 300 members with limited exposure to the public cloud. The team needed to acquire new skills rapidly and transform into an SRE capability to meet the new challenges of cloud operations.



Challenge

- Scaling real-time data event streaming as a strategically managed service
- Lack of exposure to public cloud technologies among the existing Ops team
- Need for intelligent automation and efficiency enhancements
- Requirements for single-lens monitoring, logging, and event handling
- Planning and implementing a future operating model and adoption acceleration strategy



LTIMindtree Solution

We constructed a comprehensive JUMPSTART program for an end-to-end strategy formulation, operating model, and skills transformation, achieving the following:

- Designed a technology architecture with responsible governance for multi-tenancy
- Identified skills and capabilities required for maintaining large-scale K8s nodes in a regulated domain
- Identified opportunities for intelligent automation and other efficiencies
- Implemented single-lens monitoring, logging, and event handling
- Designed the future operating model and the adoption acceleration strategy
- Developed hiring and skills strategy and attrition mitigation plan
- Integrated the existing Free and Open-Source observability platform with AWS native capabilities
- Designed patterns and a playbook for automation, leveraging native and serverless capabilities
- Created migration readiness and operational acceptance checklists
- Defined the target operating model (TOM)
- Developed a model for organizational change with a performance-oriented operating pivot
- Established a governance model and a model operating framework



Business Benefits

- Increased Operational Efficiency: The client achieved significant operational efficiencies thanks to intelligent automation and comprehensive skills transformation.
- Enhanced Observability: Federated single-lens monitoring, logging, and event handling for improved oversight and control over the hybrid environment.
- Risk Mitigation: A robust governance model and a performance-oriented operating pivot effectively mitigate potential risks associated with cloud migration and operations.
- Staff Engagement: Preserved of team engagement and reduced risk of accelerated attrition due to rapid transformation and disruption of established working practices.



About LTIMindtree:

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/>