

Cognitive Infrastructure driving agility, automation  
& powering resilience for an Oil & Gas Market Leader

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## As-a-Service Model

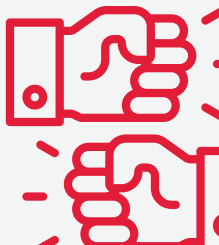





Salient Facts




**15000+**  
Servers (~8K Azure,  
~7K Private cloud)



**2+ years**  
of engagement



**~75 K annually**  
# OF TICKETS



REGIONAL COVERAGE:  
**Global**



**Technology: Azure | ServiceNow  
Ansible | Azure DevOps | Hyperflex  
SolarWinds| VMWare**



Value Delivered

**85+**  
Automation use  
cases implemented

**USD 2.5 Mn**  
Annual cost savings

Alignment to SFA Objectives

- DevOps Transformation**  
across the entire IT stack
- Agile Alignment**  
Productized IT  
transformation
- Hybrid cloud delivery with  
global reach**  
in more than 95 countries
- Scale**  
Large infrastructure scale  
across Azure and private  
cloud estate

ASK

- To reduce service disruption with a faster resolution rate
- To achieve system compliance with automated guardrails and cyber controls
- To reduce the cost of ops provisioning and configuration management
- To eliminate less responsive and inflexible services that can't scale up and down as per business requirements

OUR WORK

Transformation leveraging a Productized IT Ops model

- Drive service squad for Run Ops | Agile delivery for change and release management
- Set up a catalog-based service model and service portal for cloud adoption
- Enabled pipelines for provisioning and config management
- Delivered automated code deployments for change and release management

OUR WORK

Automation, DevOps, and Innovation

- Automation, DevOps, and Innovation
- LTIMindtree's Automation -As-A-Service to drive high-value automation (Infra-as-a-Code)
- DevOps model to migrate ops workload from legacy datacenter to Azure and Hyperflex (2000 servers)
- Delivered end-to-end solutions for Day 1 and 2 Ops, including compliance use cases for infra delivery and config through CI/CD

OUR WORK

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OUTCOMES

- 45K annual hours**  
saved through  
Automation-as-a-Service
- 58% reduction** in  
request/ incident time
- Zero unplanned outages**  
during the infra migration  
to cloud, leveraging  
automation
- 40% improvement** in Agile  
Sprint Velocity in a span of  
two program increments



Salient Facts

Applications in scope  
Tier 1 | Tier 2 | Tier 3 in-house supported applications



410  
applications



3 Tier 1  
SOX applications



~3300  
IRM tasks completed  
per year



2  
SOX audits  
completed



3 +  
Years of  
engagement



Platforms supported: • Subsurface | CSCM | PSCM  
• LawIT | Finance | Surface • SPM | Corporate Affairs

Alignment to SFA Objectives

Engineer For Resiliency – Improved security posture by timely completion of all IRM across seven platforms

ASK

One service rendering end-to-end standardized compliance services

To reduce the overall cost of ownership for compliance services

To reduce employee bandwidth

OUR WORK

Unitized cost per entity model  
Simplified per-app pricing per tier

One extended team worked across all platforms as an IRM control performer  
Coordinate for remediation | Indicator task closure | Quality evidence submission | Retiring controls | Manage entity in ServiceNow

Issue and exceptions management  
Exception filing | Remediation | Mitigation

RESULTS

Standardized compliance processes

More than 50% bandwidth freed for the platform

Improved security posture by 40% by scheduling and prioritizing control tasks and on-time closures

Reduced cost by centralizing compliance management services

OUR WORK

Lead SOX audit and facilitation of DR  
Coordinate for SOX control closure | Facilitate DR planning and testing

Vulnerability remediation  
Coordinate to remediate vulnerabilities | Facilitate DSAT/SAST configurations

RESULTS

Solution maturity by maintaining CMDB inventory and regular review of CMDB records to keep it evergreen

Zero findings in the SOX audit 2023




# Decomm as a Service

(MARS – Manage Application Retirement Services)



## Salient Facts

 **~ USD 8.9Mn**  
TCO savings

 **1404**  
ADO features closed

 **700**  
Coordination meetings conducted

 **692 Servers**  
**736 DB retired**  
**22+ Azure resource groups** } **Decommissioned**

 **1300+ applications decommissioned in 18 months**

 **More than 40% reduction in active applications (as per CMDB)**



**Platforms supported:** • IT Foundation | Cross Platform | Subsurface • FSP | CSCM | PSCM • HR | Wells | Law • SPM

## Alignment to SFA Objectives

**Drive IT Efficiency** – Reduction in IT spend by timely retirement of applications

### ASK

To reduce infrastructure maintenance and IRM activities by accelerating application decommission

To improve application license management

To reduce monitoring and backup services costs

To reduce packaged application maintenance

### OUR WORK

#### Unitized cost per entity model

Simplified per-app pricing for both MARS and validation services

#### One extended team worked across all platforms for MARS services

Coordinate for remediation | Indicator task closure | Quality evidence submission | Retiring controls | Manage entity in ServiceNow

#### Process-driven Ops

Discover | Develop decommissioning plan | Execute decommission plan | Frequent tracking | Documenting and reporting

### RESULTS

**5/5 CSI Score**

**Zero escalations in 18 months**

**40% reduction in active application count** (500+ applications decommissioned)

**~30% reduction** of infrastructure maintenance through timely decommissioning

**40% reduction** in IRM activities



## Salient Facts

 **Legal Hub**  
transition and go-live

 **200+ reports**  
transitioned

 **2 PowerApps**  
applications transitioned

 **1+ year**  
of engagement

 **# OF TICKETS: 600+ Technology**

 **ADO Work items: 900+**

 **ServiceNow | PowerApps | PowerBI Database | UX/UI**

Alignment to SFA Objectives  
**Maximize Business Value**  
Single team focused on LSD workflow development

### ASK

To set up a Legal Hub – a one-stop shop for legal workflows

Transition and support of Power BI reports

Center of excellence in the low-code space for law

### OUR WORK Automation, DevOps and Innovation

Successfully transitioned Legal Hub workflows and performed go-live

**Automated four workflows** in the Legal Hub space within one year

Provided round-the-clock support for Legal Hub workflows

Successfully transitioned 200+ Power BI reports

Delivered usage metrics to determine the use of reports, and decommissioned unused and adhoc reports

Transitioned two Powerapps applications

Provided round-the-clock support for two Powerapps applications

Provided UX/UI to prototype new ideas in the Legal Hub

### RESULTS

Delivered **~1000 hours** of time savings per year by automating four important workflows in Legal Hub

Streamlined workflow development and reduced the cost to build using SNOW legal service delivery

Cost savings by cleaning up Power BI server capacity by decommissioning unused/ adhoc reports



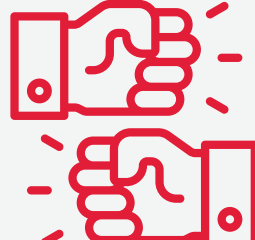
# Workload Automation as a Service



## Salient Facts



**5000+**  
jobs across ERP



**5+ years**  
of engagement



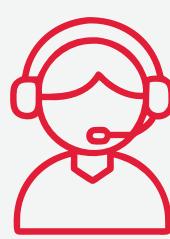
**20,000+**  
executions per day



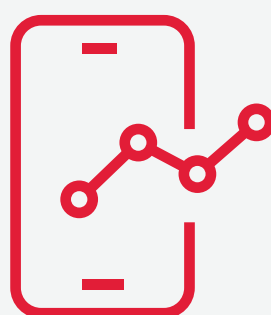
**99.99%**  
platform availability



**200 hours per month**  
of professional services (part of subscription)



**24x5 + On-call**  
platform support (part of subscription)



**Technology: BMC Control-M | Azure | LTIMindtree  
Designed Plugins | LTIMindtree designed  
Workflow and Integration Packages  
ServiceNow | SAP S4 Hana Cloud**



**Value Delivered**

**2+**  
systems  
consolidated

**USD 1.5 Mn**  
Y-o-Y cost savings

### Alignment to SFA Objectives

**DevOps**  
across entire SAP  
workloads managed by WaaS

**AGILE Alignment**  
Product-based  
delivery model

**Hybrid Cloud Delivery**  
Secured managed file transfers  
across multi-cloud and  
third-party vendors

**Scale**  
Scalable infrastructure to  
support beyond SAP

### ASK

Higher reliability and process compliance

To reduce cost of ownership for licenses and ops

To eliminate P1 due to unmanaged changes

To reduce development efforts and release timelines

To automate code changes from lower to higher environments and increase release frequency

### OUR WORK

Automation, DevOps and Innovation

**Packaged SaaS offering using Gartner-leading tools**, developed in collaboration with Microsoft and BMC, delivered as a cloud-based subscription service.

**Packaged enterprise workload automation tool - Control-M - on LTIMindtree Microsoft**

**Subscription-based pay-per-user model**, including professional services and platform support, **without additional license maintenance costs**

### RESULTS

**USD 0.5 Mn Y-o-Y cost savings** through tools consolidation

**Zero platform downtime** in the last five years post go-live

**Zero P1** reported for job failures through automated monitoring alerts

**65% reduction** in development efforts for workload automation

**100%** compliance with IRM tasks without business involvement

### OUR WORK

Compliance and automation

Leveraging service platform teams to ensure 100% successful rate for IRM tasks

Automated migration of jobs from UC4 to WaaS (Control-M)

Enabled automated changes and releases for workflows



# Application & Infra (Applistructure) Services



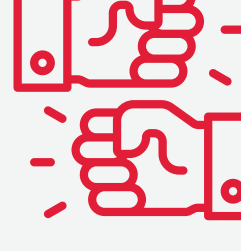
## Salient Facts



**1000+**  
Servers



**170+**  
applications



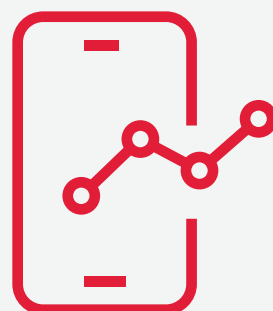
**3+ Years**  
of engagement



**~17000**  
**annully**  
# OF TICKETS



ADO work items:  
**4000+**



**Technology: Azure | ServiceNow | Ansible | Azure DevOps  
Database | Bots | Scripting | 24\*7 Support Coverage**

### CSCM

5+ transformation  
initiatives implemented

**80%**

Reduction in  
infrastructure issues

### Maximize business value

Single team focus on  
Site Reliability Engineering  
and removed operational  
bottlenecks

Consolidated team  
delivered more with  
optimized costs

Holistic visibility provided  
greater opportunities to  
automate redundant  
Ops workload

### ASK

To eradicate separate Ops  
team working on siloes and  
solving redundant problems

To reduce the gap by  
consolidating isolated  
knowledge bases and  
identifying opportunities  
for automation

Absence of job monitoring

To offer coverage during  
off-hours and holidays

### OUR WORK

Automation, DevOps and Innovation

Migrated APS MBO databases  
from on-premise to Azure  
Cloud for ESE, RIC, PAS and  
SLC regions

Migrated MES PAS, APS RPA,  
and APS license server from  
on-premise to Azure Cloud

Upgraded MES RIC to v1.7.16  
in February 2024

Performed password  
remediation changes on  
VMs for multiple  
applications

Provisioned SQL DBs to set  
up the Flower application  
for PASC and SLC.

Implemented disaster  
recovery for the synthesis  
application

Developed a dashboard for  
application and ADF job  
monitoring

### RESULTS

Improved time-to-response and  
resolution: All layers of  
applications, from functional to  
OS & above, support will reduce  
hop and improve MTTR

Cost-effective single scalable  
team providing 24x7  
availability and improving  
MTTR by supporting all  
applications enabling  
component (Middleware,  
Database & OS and above  
issues)

Improved the service level for  
Non-gold apps: Coverage to  
ensure availability is increased  
from 8x5 to 24x7

**~80% reduction** in infrastructure  
related issues



# Thank you

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*For any queries, reach out to us at **eugene.comms@ltimindtree.com**”*

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**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 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit **<https://www.ltimindtree.com/>**.