

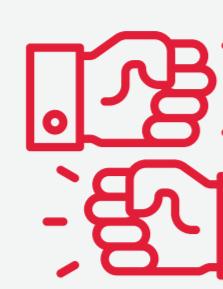
Cognitive Infrastructure driving agility, automation & powering resilience for an Oil & Gas Market Leader

As-a-Service Model

A photograph of an oil field with several pumpjacks in a grassy field under a hazy sky. Overlaid on the image are various data visualizations, including line graphs, bar charts, and a network of colored lines, suggesting real-time monitoring and analysis of oil production data.

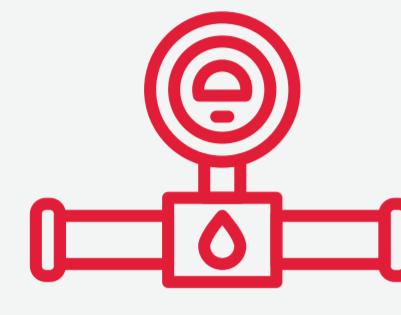
Salient Facts

 **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

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

Transformation leveraging
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across the entire IT stack

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Productized IT transformation

**Hybrid cloud delivery with
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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

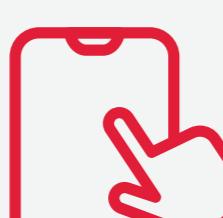
40% improvement in Agile
Sprint Velocity in a span of
two program increments

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)

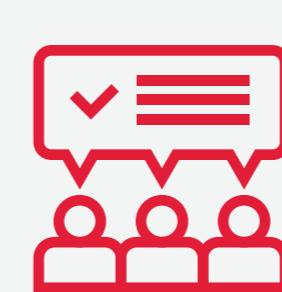
Salient Facts



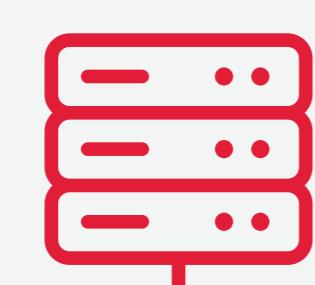
**~ USD
8.9Mn**
TCO savings



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

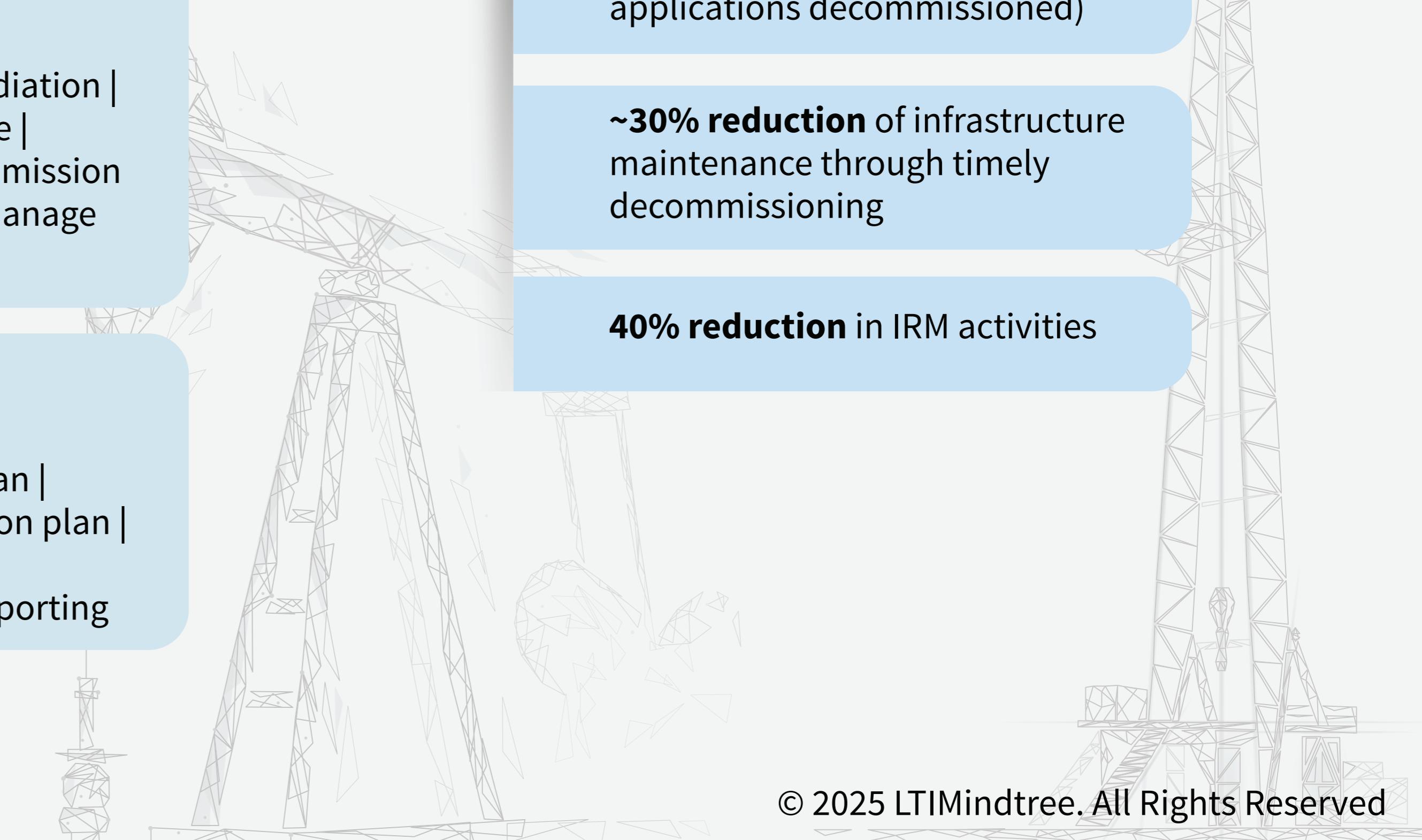
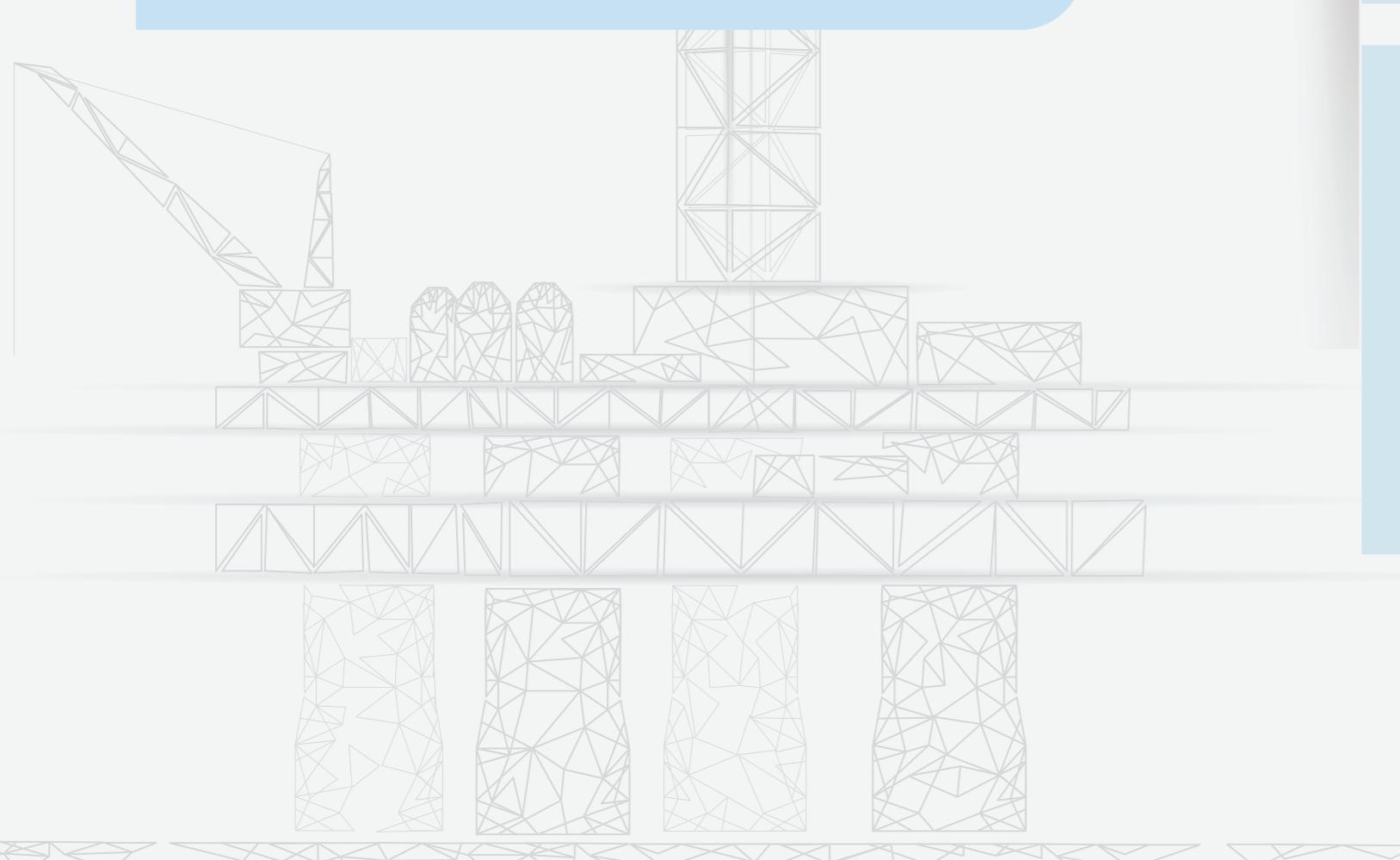
5/5 CSI Score

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

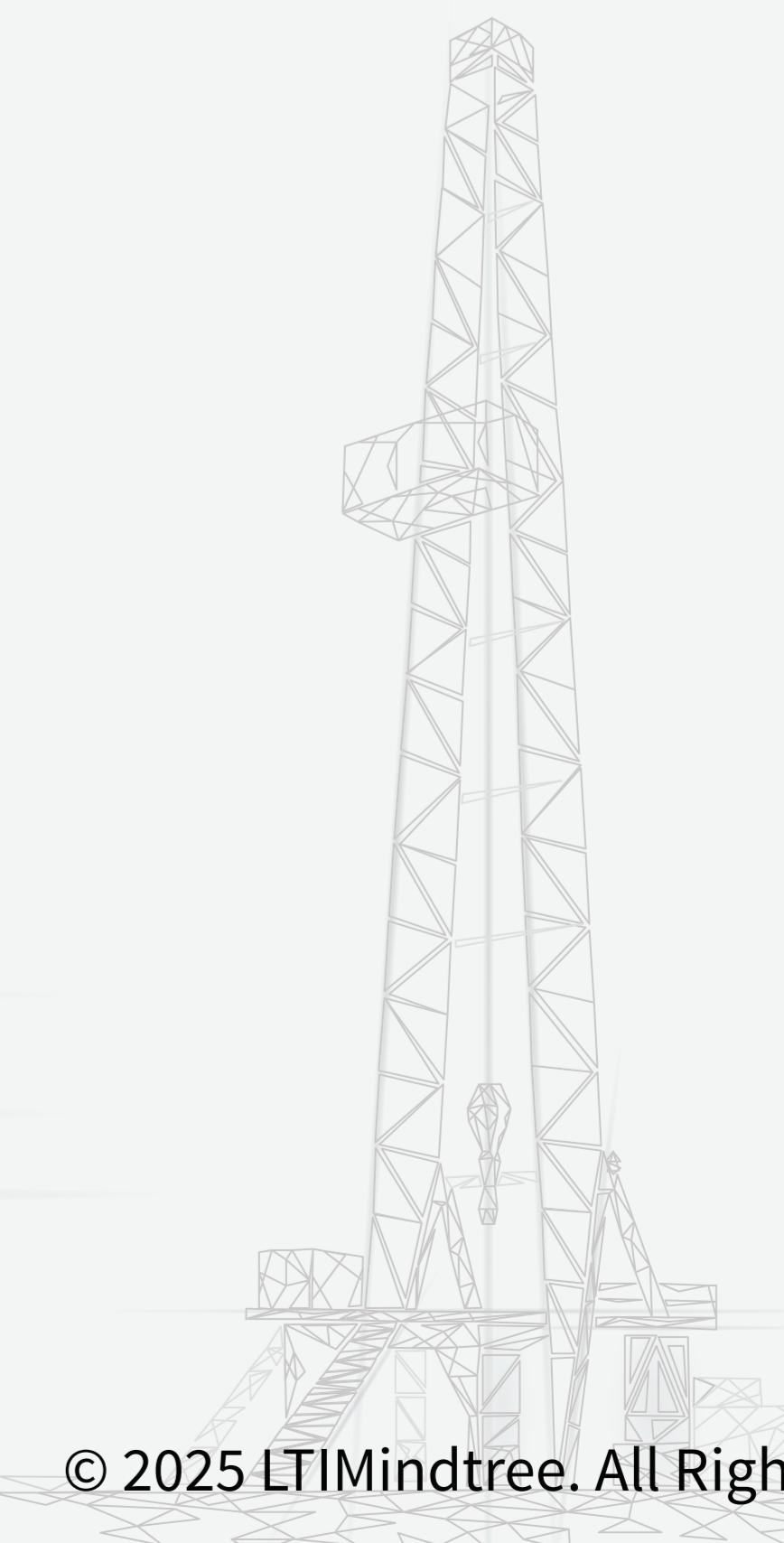
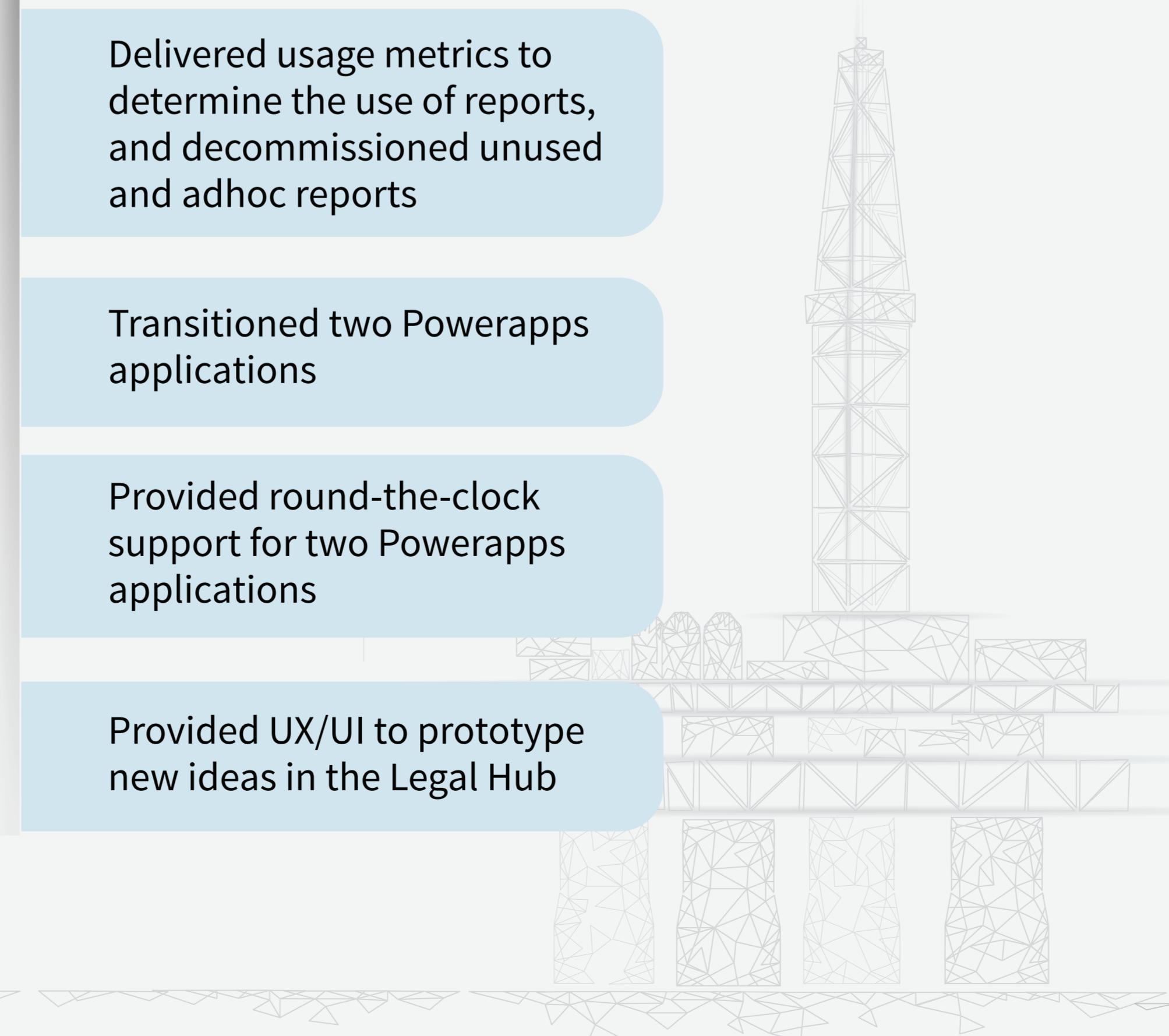
Provided UX/UI to prototype new ideas in the Legal Hub

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
LТИMindtree 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



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

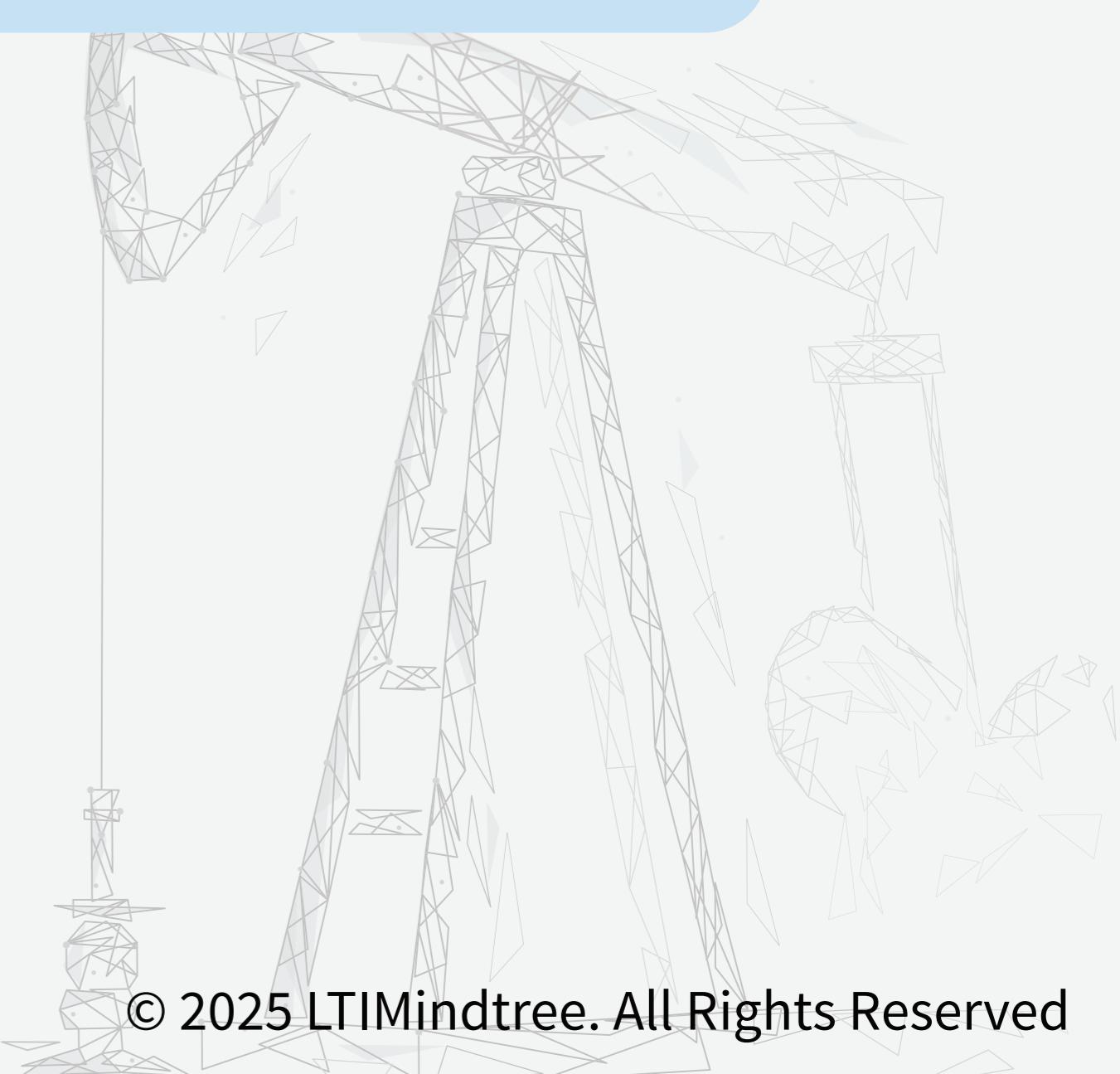
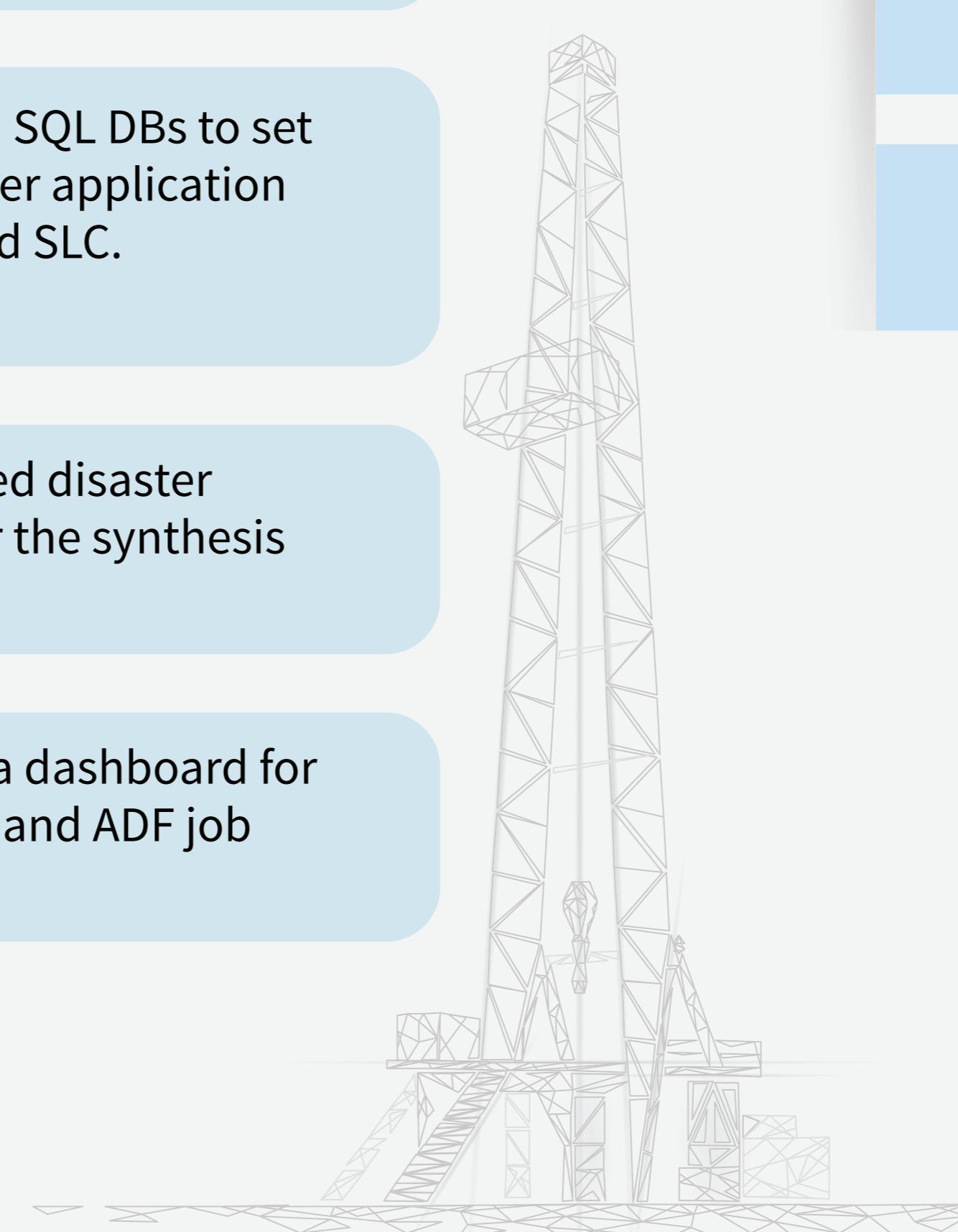
RESULTS

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

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

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