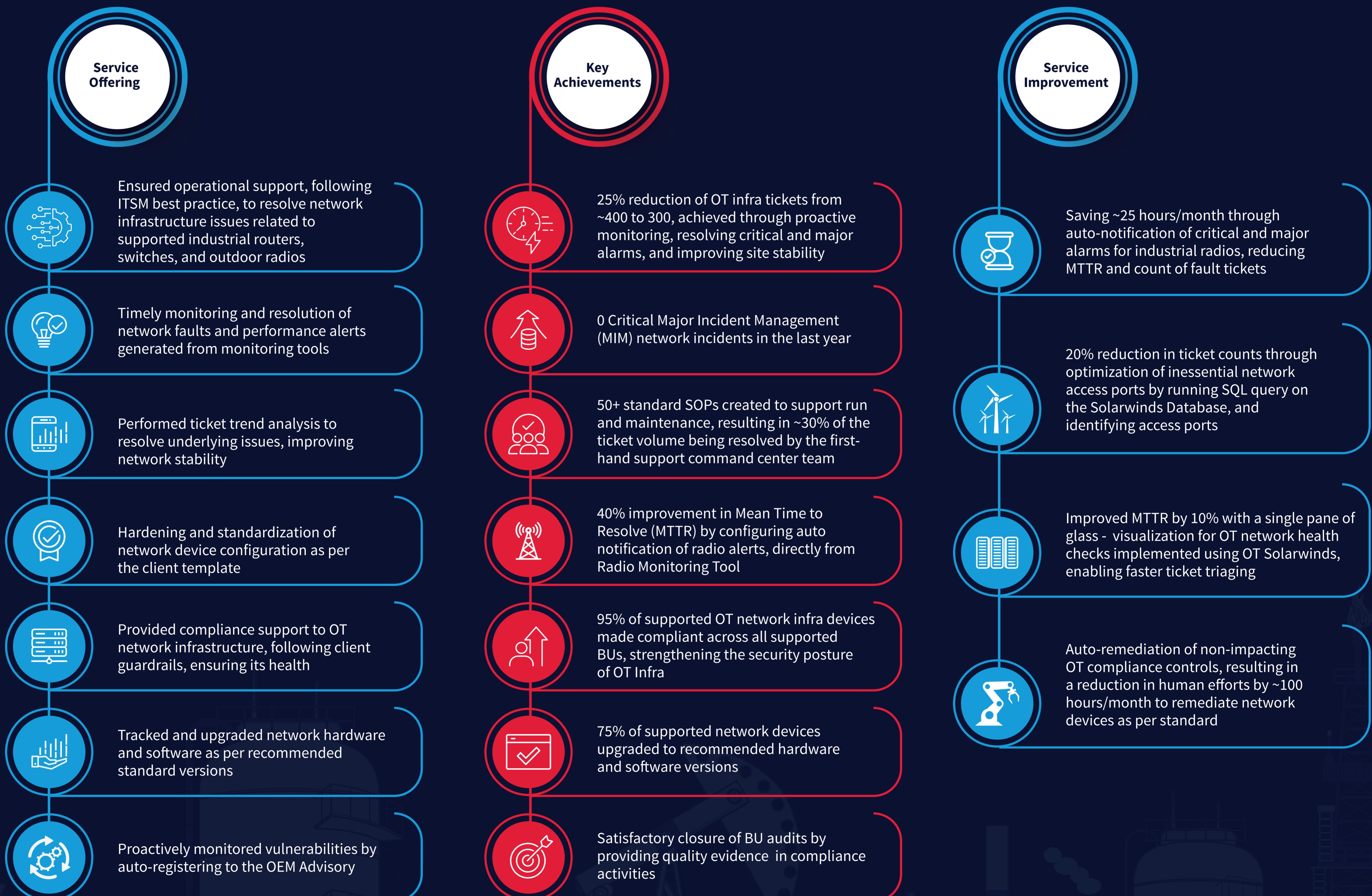
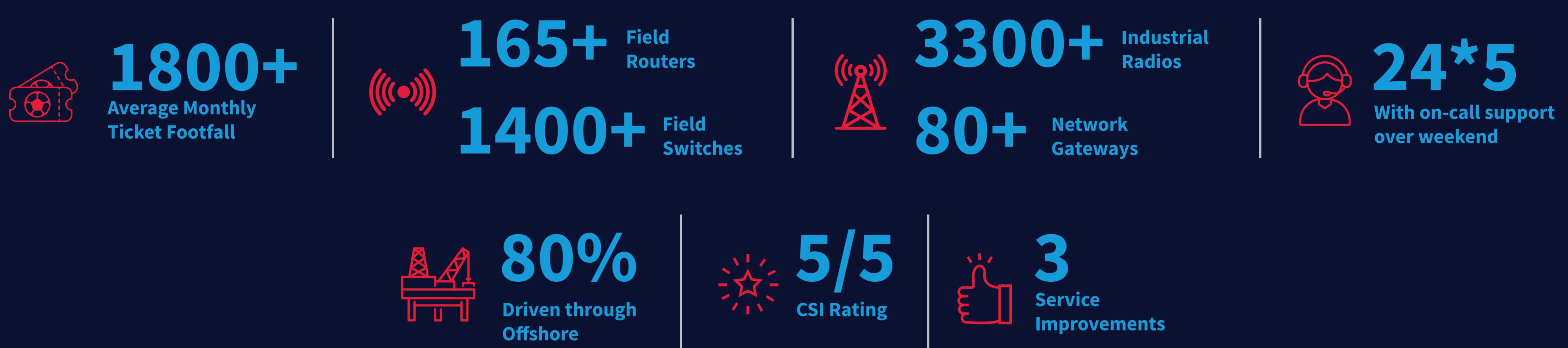
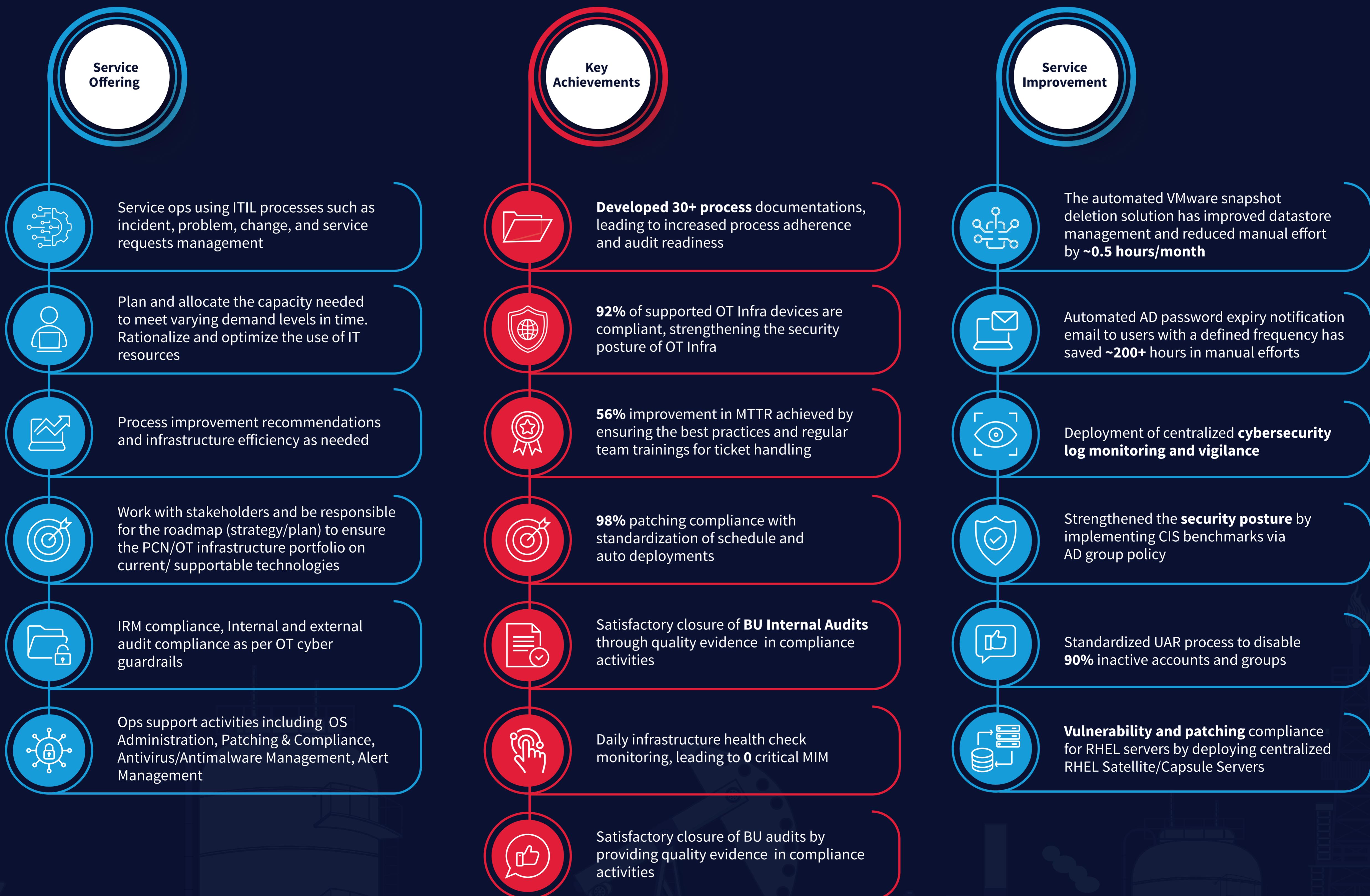
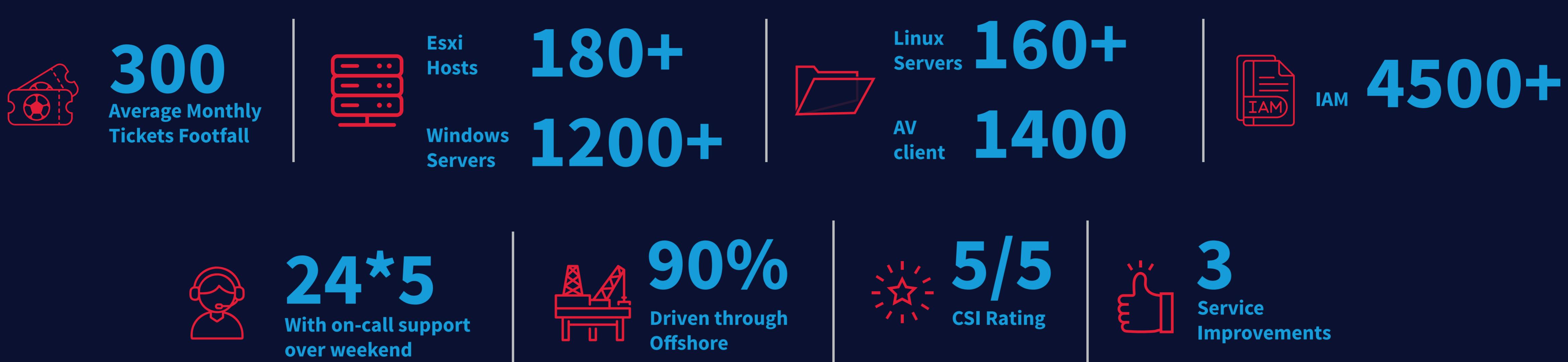


Cognitive Infrastructure driving agility, automation & powering resilience for an Oil & Gas Market Leader

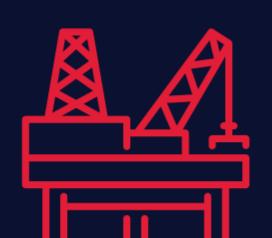
Infrastructure Foundation Platform Support



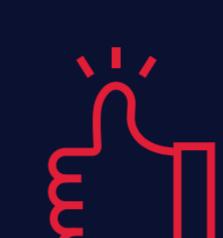
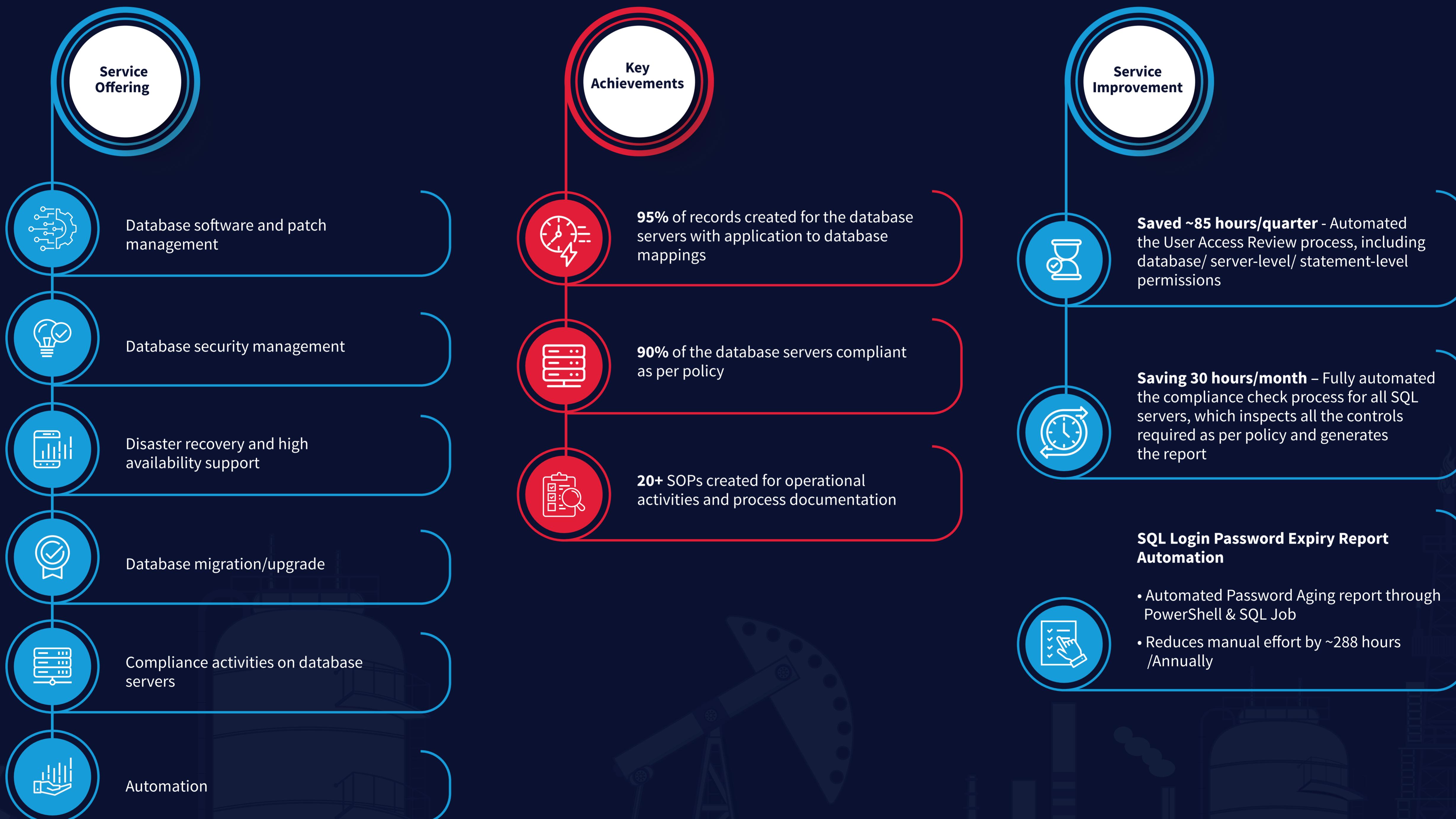




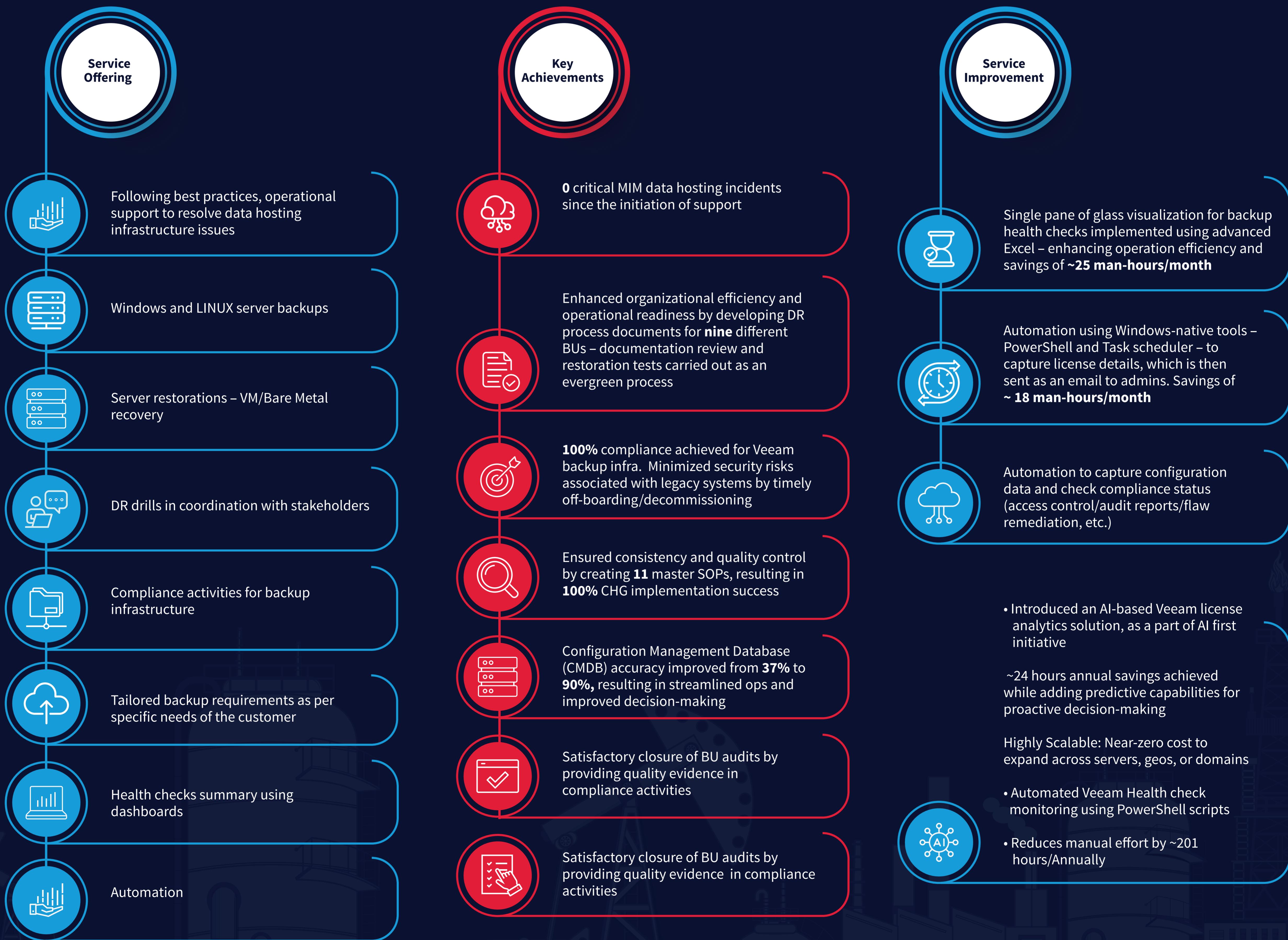
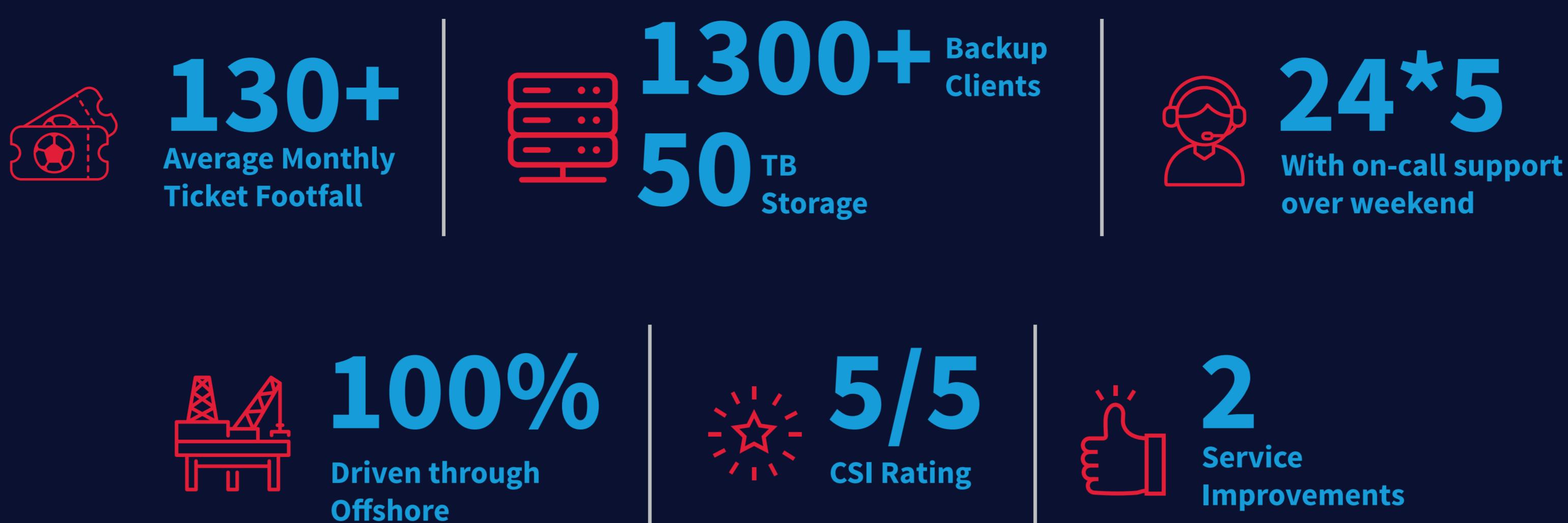
Database

**40**Average Monthly
Ticket Footfall**200**SQL Servers
across 8 BUs**16x5**24x7 On-call
Support**100%**Driven through
Offshore**5/5**

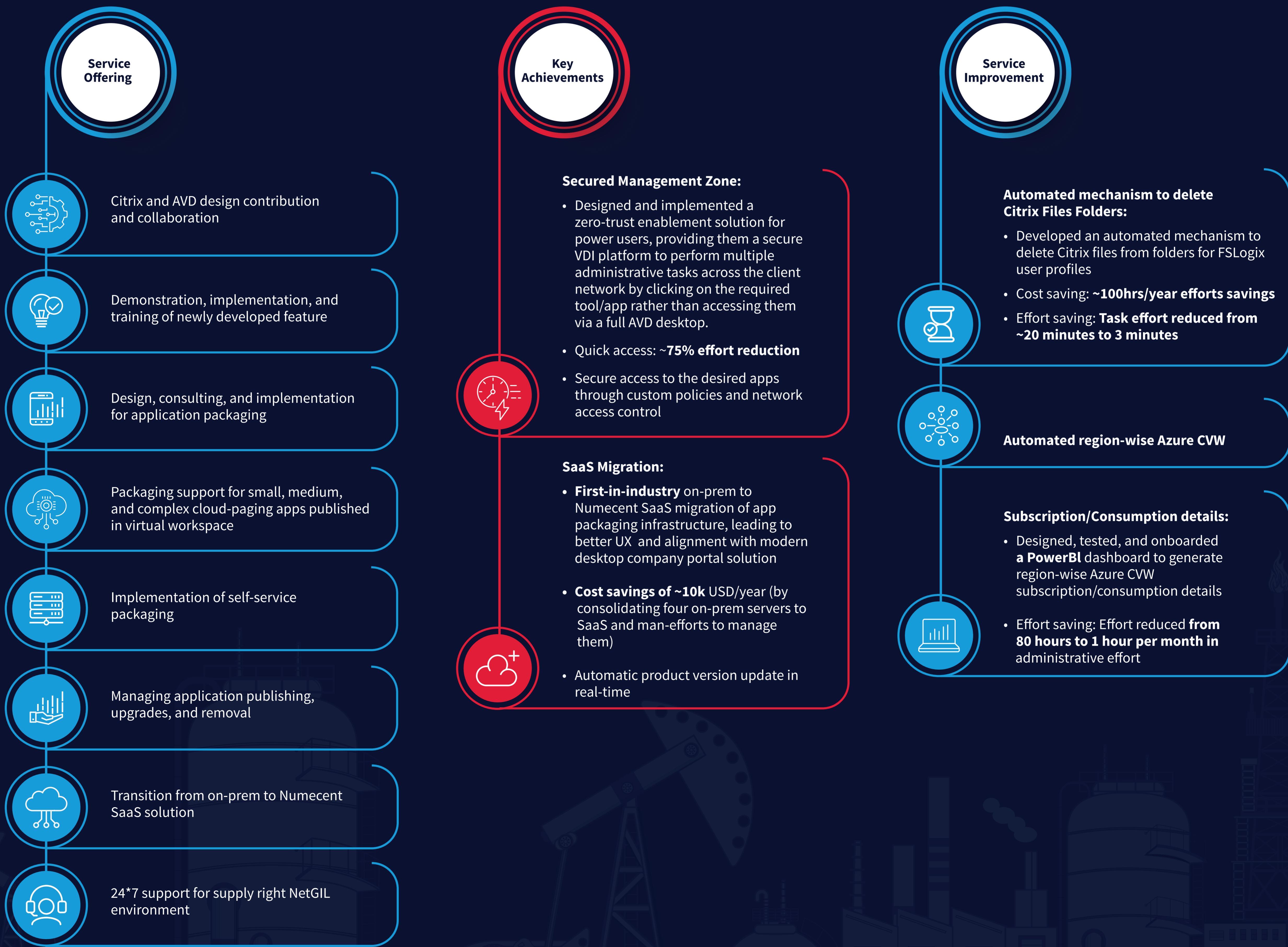
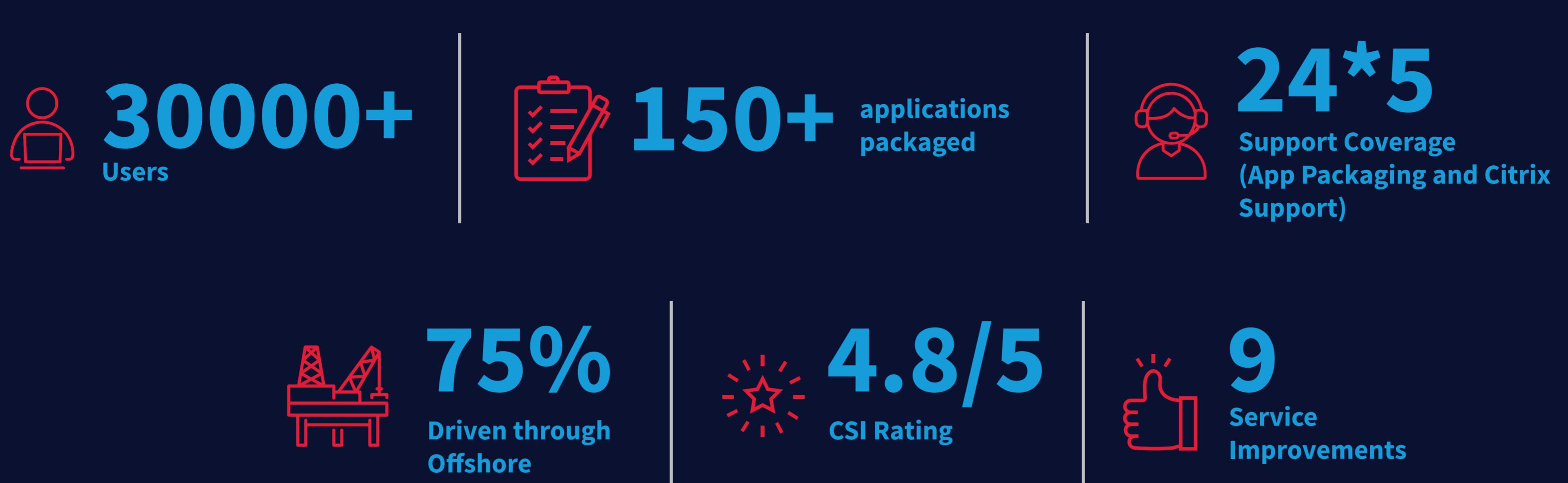
CSI Rating

**2**Service
Improvements

Data Hosting – Backup/Storage



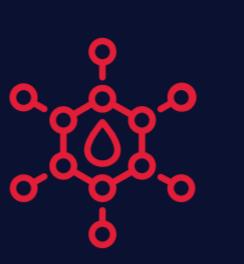
Azure VDI Packaging

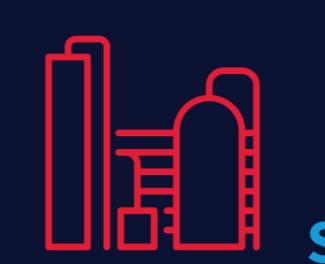


APAC ITSM & PCN Support Services

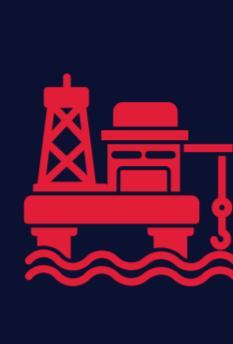
 **5**
MI

 **120**
CRQ's

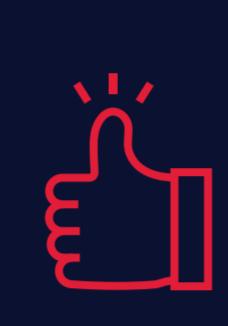
 **3**
PBI's

 **4**
Sites

 **24*7**
Support Coverage

 **40%**
Driven through Offshore

 **5/5**
CSI Rating

 **8**
Service Improvements

Key Activities / Highlights

- Secure remote access solution for PCN users
- Citrix solutions were used to access servers and applications, which were slow and had high license costs
- Created an in-house RDS (Remote Desktop Services) model
- 80% faster login** time to access PCN apps – **150+ users positively impacted**

Service Improvements

Dedicated SharePoint site for LNG Plant

- Project and operational data lacked structure, leading to scattered information and no ownership
- A new SharePoint site with custom lists and automated flows was developed to manage decisions, version control, inventory, and service checklists—improving data integrity and reliability

Issues & Challenges

- Connecting and coordinating between PCN/OT and other BUs' PCN/OT teams was an issue due to a lack of formalized global channels or forums for information exchange among PCN/OT teams
- Onsite resource attrition

DMZ test Infrastructure refresh project

- HPE products being used were at the end of their lives, with the unavailability of updates/firmware and security postures being under threat
- Replaced EOL blade servers and HP C3000 chassis with Cisco mini UCS solution with **0% downtime**
- The solution was documented and applied across the DMZ infrastructure

SWAT analysis

- ~10 stability incidents reported in a month for TA Pro and Primavera P6
- Formed a SWAT team, performed RCA, and identified the root cause
- 90% reduction in incidents per quarter

ITSM

- Introduced a text message tool to communicate during MI/ Cyber incident/ Freeze/BCP, to access and broadcast

ITSM: Change management

- Implemented a change management process, which **reduced 50%** of emergency and expedited change
- Eliminated unauthorized change and **reduced 90%** of retrospective CRQ

Data & Insights

- Automated daily monitoring using Power Automate, resulting in an **effort reduction of 8-10 hours weekly**
- Performance optimization on S3 database resulted in high reliability and integrity

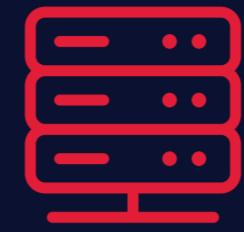
Network, Monitoring, and Security Services (NMS)



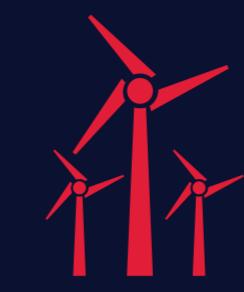
1000
Average Monthly
Ticket Footfall



25000
Network Devices
Security and
Monitoring



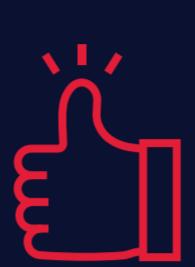
200+
Windows and
Linux Server



15 tools
Solarwinds,
Cisco, Lighthouse



24*5
Support Coverage



**On-call
support**

P1 tickets

Key Activities / Highlights

Agentic AI

Created Co-pilot agent that leverages existing documentation and knowledge bases to provide timely and accurate information, enhancing user experience and operational efficiency

- Facilitating onboarding and Knowledge Transfer (KT)
- Utilizing documentation to speed up resolution
- Delivering functional and technical expertise
- Retrieve answers to commonly asked questions related to daily operations
- Uses existing applications knowledge base as source
- Rendering of Standard Operating Procedure (SOP) documents

Service Improvements

Reduction of Technical Debt

- Achieved **\$360K cost savings** by **decommissioning 75+ VMs** as part Application/Tool Optimization and consolidation
- 100+ Linux Server OS Upgraded to RHEL8** and made compliant from EOS OS
- DC movement of 82 VMs consisting of 12 applications to state of art **Databank infrastructure** led to smoother and more reliable operations and enhanced security/compliance
- Legacy App migrated to IAM to eliminate legacy code and maintenance issues which **saved \$90k annually**
- Saved approximately **\$200K in CAPEX by using Virtual Edition (VE) appliances**, ensuring critical applications have good redundancy and 100% uptime

Issues & Challenges

- Gap in efficiently managing onboarding, knowledge transfer, and resolving queries quickly
- Gap was bridged by the agent, leveraged existing documentation and knowledge bases to provide timely and accurate information, enhancing user experience and operational efficiency.

Automation & Modernization

- Enabled Nautobot to ServiceNow sync, improving data quality from **30% to 70%**
- Auto-updating of Looking Glass device from Nautobot
- Unmanaging of nodes/interfaces from SolarWinds via automation via ServiceNow
- Auto Removal of inactive/terminated users from all NMS-managed application

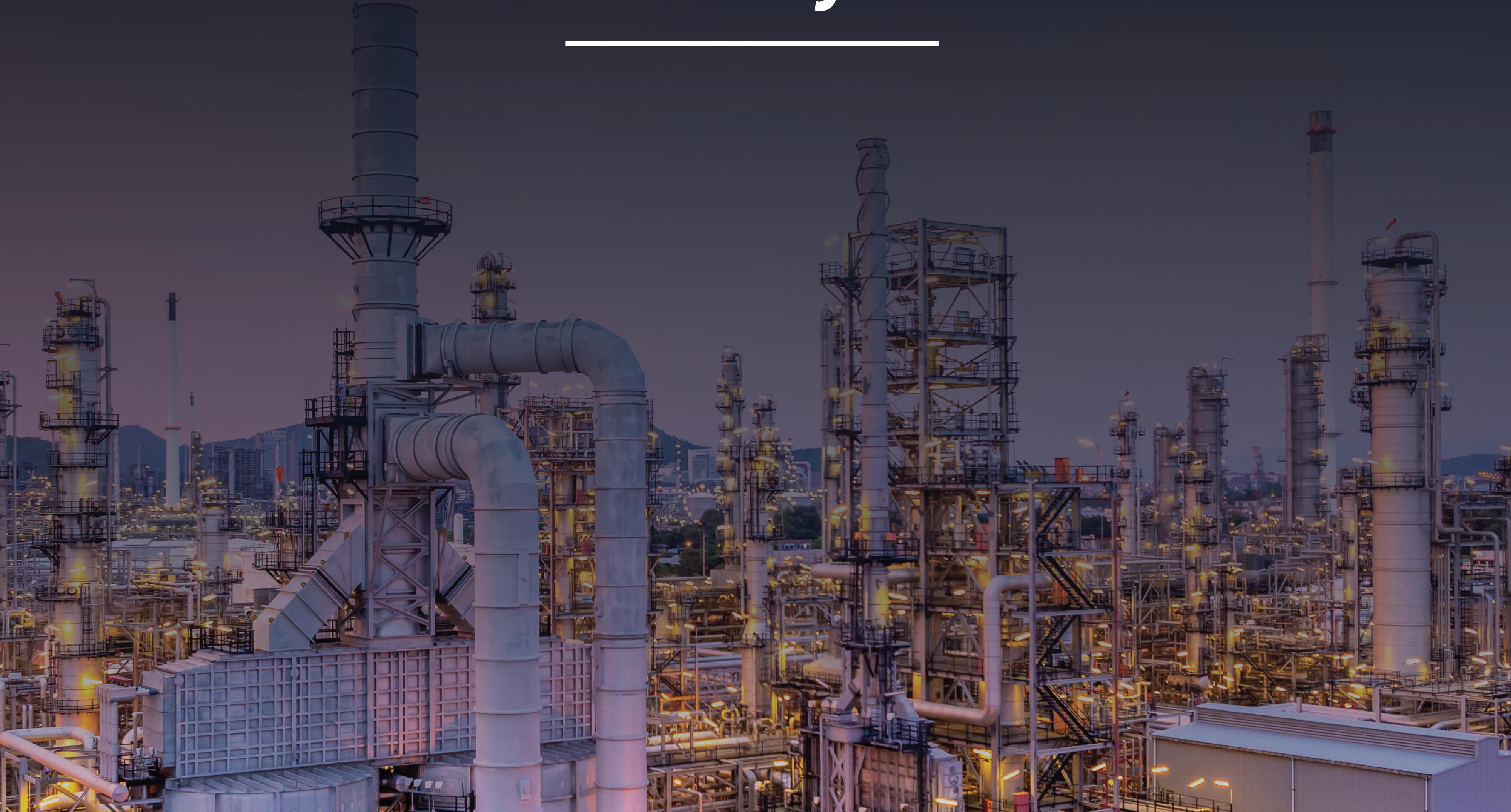
Elimination of Toil

- Automated service restart via Microsoft Power Automate
- Reduction in ticket volume due to end-to-end alert muting automation via ServiceNow
- Automate device onboarding into ISE with SNOW Workflow to reduce manual efforts and ensure timely ticket resolution
- Continuous improvement in CMDB quality using API, integration, and scripting

The NMS team simplified device onboarding across the company's network tools with a centralized portal that boosts accuracy, efficiency, and compliance.

The NMS team enabled proactive bandwidth management across the company's fleet by building a real-time dashboard that helps avoid costly Starlink overages providing productivity gains of 100K

Thank you



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

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