INFRASTRUCTURE MANAGEMENT SERVICES
Infrastructure Management Services

Tech Mahindra IT Infrastructure Management Services (IMS) offers a suite of reliable, responsive, flexible and proven Infrastructure services and solutions that deliver differentiated value to our customer’s business.


Key Highlights

- 12000+ associates in 36 countries and a customer base of more than 230
- Unique Scale: Largest Infrastructure Management engagement with 1500+ FTEs managing 35K+ Servers, 25 PB Storage, 35K Network Elements, 1700 Applications, 27 Data Centers
- Supporting SOC Services for over 450+ Enterprise Customers
- Over 15 years of delivering Hosting & Shared Services with our Global Footprint of owned/Partner Data Centers
- IMS Academy: Offers a unique simulation based Infrastructure Operations training
- Partnering with best of breed technology providers
IT Infrastructure Management Service is undergoing a paradigm shift – it is moving away from resource-based operations and ad-hoc support to services driven by automation & analytics (IT Operations Analytics). The focus for today’s IT infrastructure operations is on service level management, continuous service improvement, innovation around leveraging hybrid cloud models and commercial models that combine assets and services, to be offered “as-a-resource” unit-based service.

Infrastructure teams within organisations are under unrelenting pressure to adopt new technologies, accelerate application delivery, improve service levels, and re-brand IT for internal consumption, while pushing to reduce cost and transform continuously. The only way of achieving this is by adopting multiple next-gen infrastructure technologies, increasing the level of automation, leveraging private & public cloud orchestration, adopting open technology platforms, migrating to SaaS/ PaaS based applications, and adopting Software Defined Networking, among others.

Tech Mahindra, leveraging its decade plus experience in IMS, has built several NexGen managed services platforms that have transformed business operations to a new level altogether.
WaaS NxT is a next generation digital platform for end users that instantiates unique workspaces, providing flexibility to deliver enterprise apps, data and end user collaboration solutions in a secure manner for varied work styles seamlessly made available ‘as-a-service’. It delivers context-aware and follow-me workspaces on multiple devices with analytics engine, automation and orchestration layer for a true digital transformation.
Service Delivery and Service Optimisation (SDSO):

SDSO suite is aimed at empowering end users, automating the IT service delivery and operations. It provides a Self-service IT portal where users can interact with IT without delay. It enables proactive and automatic delivery and return of IT services triggered by business qualification. It reduces complexity of desktop management and user profile management through context awareness. It uses end user IT analytics for proactive and predictive end user monitoring and support requirements.
TRANSFORMING INFRA OPERATIONS MANAGEMENT WITH AUTOMATION & ANALYTICS WITH:

**DATA INGESTION**

**Collect**
Auto-discover, Aggregate, and store millions of inputs per second for application and infrastructure

**Correlate**
Map business-level application and infrastructure process, connections and flows together in near real time

**Analyze**
Model and predict system behavior using machine learning and statistical algorithms

**Visualize**
Show rich contextual views based on business objectives for each end user. Flashback to any point in time in three clicks or less

**FLOW 2 PATH™**

Meridian – enabling IT Operations analytics for Application & Infrastructure

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**Service Optimization Through Automation Framework (SOTAFTM)**

enabling IT Service Automation

SOTAFTM is an innovative approach, that breaks off from the traditional incremental models and provides a drastically improved, overall effectiveness of IT services and process management, and better alignment of resources to meet the business objectives.

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![Diagram showing various components and solutions related to automation and analytics](image)
Managed Platform for adaptive Computing (mPAC):
mPAC is a next level of cloud management platform which simplifies IT by transforming legacy DCs into adaptive infrastructure. It orchestrates complexity and delivers private and hybrid IaaS in response to dynamic workload requirements. mPAC enables integrated performance, availability and SLA management of Applications and Infrastructure across multiple cloud providers.

IMS SUCCESS STORIES

<table>
<thead>
<tr>
<th>Engagement Duration</th>
<th>Key Benefits</th>
<th>Services</th>
<th>Volumes</th>
<th>Delivery Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 years +</td>
<td>1. Consolidation of 8 vendors under single support organization. 2. Committed YoY productivity improvements</td>
<td>Data Centre Core Infra support, DC Consolidation Services</td>
<td>5500+ Servers, 7PB of storage, 600+ Network / Security Devices</td>
<td>Australia &amp; 2 Delivery locations in India</td>
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<tr>
<td>10 years</td>
<td>1. Application &amp; Infra optimization 2. 2500+ Device Patch MGMT 3. 150+ Edge Site servers 4. 200+ Windows and Linux servers PACT separation</td>
<td>Data Centre Core Infra Support, Network &amp; Security Services, End-user services, Partner based support for End-user services, Application Services</td>
<td>2500+ Servers, 250 Applications, 5500+ Users, 120 locations across Australia</td>
<td>Australia, India &amp; Manila</td>
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<tr>
<td>5 years</td>
<td>1. New Tech initiatives 2. Multi Vendor management 3. Cost Optimization</td>
<td>Data Centre Core Infra Support, Network &amp; Security Services</td>
<td>5 Data Centers, 120 Physical &amp; 750 VMs, 5000 users &amp; 6700 Mailboxes, 600 Virtualized applications, 700 Network Devices</td>
<td>Australia and India</td>
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<tr>
<td>10 years</td>
<td>1. Private Cloud based 2. PAY per USE model 3. Increased User to desk RATIO 1:1.25 4. Increased Application Response time – 3 times faster than on LAN 5. All data resides in AUS</td>
<td>Hosted Private Cloud Waas</td>
<td>2 Data Centers, 22000 Users, 100% Load Balanced DR</td>
<td>Australia &amp; 2 Delivery locations in India</td>
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