

MANAGED INFRASTRUCTURE SERVICES

ENABLING AGILE & SECURE
INFRASTRUCTURE FOR DIGITAL
TRANSFORMATION

EXPLORE



MANAGED INFRASTRUCTURE SERVICES

OVERVIEW

WHY INFRASTRUCTURE MANAGEMENT?

KEY CHALLENGES

HOW MANAGED INFRA SERVICES ADDRESS THE ABOVE CHALLENGES?

OUR STORY

CONCLUSION

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According to forecasts from MarketsandMarkets, the global managed services market is poised to grow from USD 138.27 Billion in 2016 to 257.84 Billion in 2022. This will be a Compound Annual Growth Rate (CAGR) of 11.1% during the forecast period.

The digital technology advancements are taking the IT world by storm. The disruptive technologies including Cloud Computing, Mobility, IoT, Big data and Predictive analytics are driving the digital revolution by breaking the barriers between the physical and digital worlds. These innovations and disruptions powered by digital technologies are empowering almost all the business verticals including IT, healthcare, banking, manufacturing, retail and education in terms of improved performance, faster time to market and increased customer experience. Aligning IT to the business is key to success of an organization that is on the Digital journey. However, in this demanding and competitive business world, managing an IT environment as a highly efficient operations center is becoming a major concern for CIOs. Most of the IT organizations find themselves caught up in managing their complex IT infrastructure environment by dedicating most of their time in the endless cycles of plan, build, run and maintain IT.

As we know, the enterprise IT infrastructure is a mix of data center infrastructure, end user systems, enterprise networking, infrastructure security, storage and IT operations which are backed either by the internal IT team or external vendors. The question here is how efficiently the technology- driven infrastructure platforms in traditional IT environments support or drive the highly demanding requirements of a digitally empowered business world? Being the back bone of IT, the role of IT infrastructure needs to be changed from traditional supporting to an enabler for organizations to embrace change, adapt to the opportunities that unfold in the digital world and drive CIO's for better decision making in business.

This whitepaper explores some of the most daunting challenges that global CIO's and CTO's face with the IT infrastructure in terms of the value it can create in business and how a Managed Services model can address these challenges efficiently.



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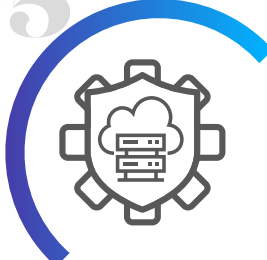


CONCLUSION



WHY INFRASTRUCTURE MANAGEMENT?

IT Infrastructure is the backbone of any enterprise. Managing IT infrastructure by keeping it aligned with the business goals, implementing innovative technologies, securing it with appropriate controls and maintaining it with regular updates, patches and audits is highly essential for any business to thrive and survive. However, many enterprises find it as a huge challenge due to multiple reasons. With technology advancements and new business models, the complexity of IT infrastructure is increasing. The new age IT environment demands many disruptive changes including implementation of digitalization and automation to meet the increasing business demands. To understand the changing needs and respond to these new age requirements, enterprise CIO's and IT leaders require a sound and state of the art infrastructure environment. Many enterprises consist of legacy infrastructure which needs to be aligned with the new age digital infrastructure. In such traditional environments, addressing the operational challenges with legacy applications and managing administrative overheads holds back the CIO's from implementing [digital transformation](#) initiatives. Apart from this, many organizational data centers are overloaded and at the same time understaffed, which makes in house infrastructure management very challenging. In such scenarios, maintaining 99% uptime is nearly impossible. Above all, many organizations lack the expertise, knowledge, time and budget to manage the IT infrastructure in- house efficiently.

Here comes the relevance of [Managed Infrastructure Services](#), in which organizations/enterprises can rely on a service provider with core domain expertise and comprehensive industry experience. It helps the clients in availing the following benefits and they can focus much better on their core competencies.

- 01**  **AUTOMATED
SELF-HEALING
INFRASTRUCTURE**
- 02**  **OPTIMIZED IT
OPERATIONS AND
SERVICE DELIVERY**
- 03**  **REAL TIME
INSIGHTS**
- 04**  **SCALABILITY OF
INFRASTRUCTURE**
- 05**  **SIMPLIFIED IT
MANAGEMENT
WITH FIVE 9'S OF
AVAILABILITY**
- 06**  **BETTER
USER EXPERIENCE**
- 07**  **COST
EFFICIENCY**

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KEY CHALLENGES THAT CIO's FACE WITH IT INFRASTRUCTURE

Traditionally, enterprises have relied on Managed Infrastructure Service Providers (MSP) to get standardized and cost efficient services which allows Enterprises to focus on their core business while minimizing risk, increasing infrastructure up time and gain access to newer technologies. However, with the rapid pace of adoption of Digital technologies the expectations of enterprises have changed, which now demands MSPs to deliver much higher value by becoming trusted partners and enablers in the Digital Journey of Enterprises.

IMPROVE
INFRASTRUCTURE
UPTIME, ENHANCE
SECURITY AND
COMPLIANCE

STAY CURRENT BY
GAINING ACCESS
TO NEWER
TECHNOLOGIES

FREE INTERNAL
STAFF FROM
OPERATIONAL
WORK AND
ENABLE THEM FOR
STRATEGIC
INITIATIVES AND
WORK

ACHIEVE COST
SAVINGS

HANDLE REMOTE
OFFICE AND
BRANCH OFFICE
(ROBO) IT
INFRASTRUCTURE



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MANAGED INFRASTRUCTURE SERVICES

TO ENABLE AND
ENHANCE THE SPEED OF
YOUR DIGITAL JOURNEY



HOW MANAGED INFRA SERVICES ADDRESS THE ABOVE CHALLENGES?

The MSPs should deliver high value solutions in an outcome based engagement models :



Industrialized Services based on standardized processes, best practices, platforms and IT Service Management tools to deliver.



IT Operational Intelligence with insights provided by a combination of Analytics and AI Tools efficiency.



Automation Driven Agility by automating infrastructure provisioning, monitoring and incident response.



Consumerization of IT through Enterprise Cloud Services portal, Cloud Brokerage and Aggregation, Metering, Billing and Charge Back services for the evolving Hybrid IT needs.

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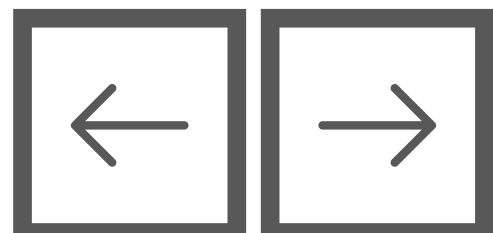
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HOW MANAGED INFRA SERVICES ADDRESS THE ABOVE CHALLENGES?

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- ▶ Features
- ▶ Business Benefits
- ▶ Impact Delivered: Use Cases

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Happiest Minds [Managed Infrastructure Services](#) consists of comprehensive, integrated suite of services to manage an enterprise's distributed and Hybrid IT environment as a single entity with single point-of accountability. Happiest Minds leverages its proven transition process to ensure a smooth start of systems support services and be operational keeping criticality of operations in mind and to ensure minimal impact to operations and service levels. During Steady State Operations, Service Improvement Plans and initiatives are carried out along with support for technology transformation projects.

OUR STORY

Happiest Minds Managed Infrastructure Services

| | |
|-------------------------------|--|
| Service Desk | ITIL Aligned Service Desk Function |
| Data Center Management | Server, Storage, Backup & Recovery, Virtualization, OS, Databases, Middleware, Network, Server Load Balancers & Security Devices |
| Cloud Operations | All the leading public IaaS and PaaS clouds |
| Application Support | Application Monitoring & Management Services |
| Workspace Services | Desktops and Mobile Device Management, Virtualized Desktop Infrastructure, Directory Services, Messaging, Unified Communication & Collaboration tools and applications |
| Network Support | LAN, WAN, Wireless LAN, VPN, IP Telephony and Video |
| IT Processes and Tools | ITSM, Monitoring, Automation, Patch Management, Reporting and Analytics |

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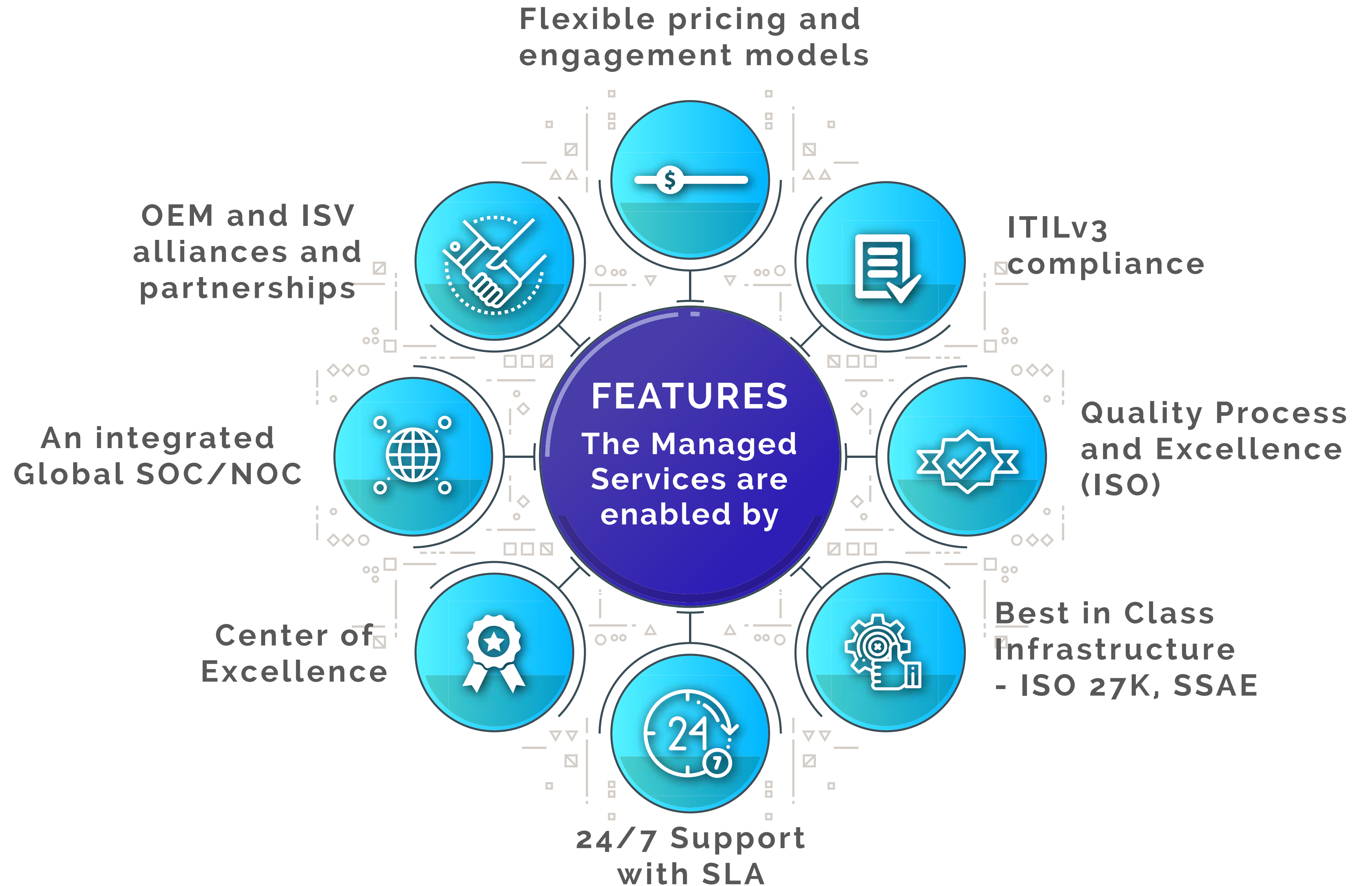
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Business Benefits

Powered by the **Ellipse** platform, Happiest Minds Managed Services enables [Agile Infrastructure](#) Operations to accelerate an enterprise's journey towards IT-as-a-Service by delivering the following benefits:

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Standardized and Cost Efficient IT Operations

- Increased productivity, process and operational efficiency through standardized and knowledge centered IT operations
- TCO optimization through protection of existing investments, controlled OpEx and predictable, flexible and transparent pricing models

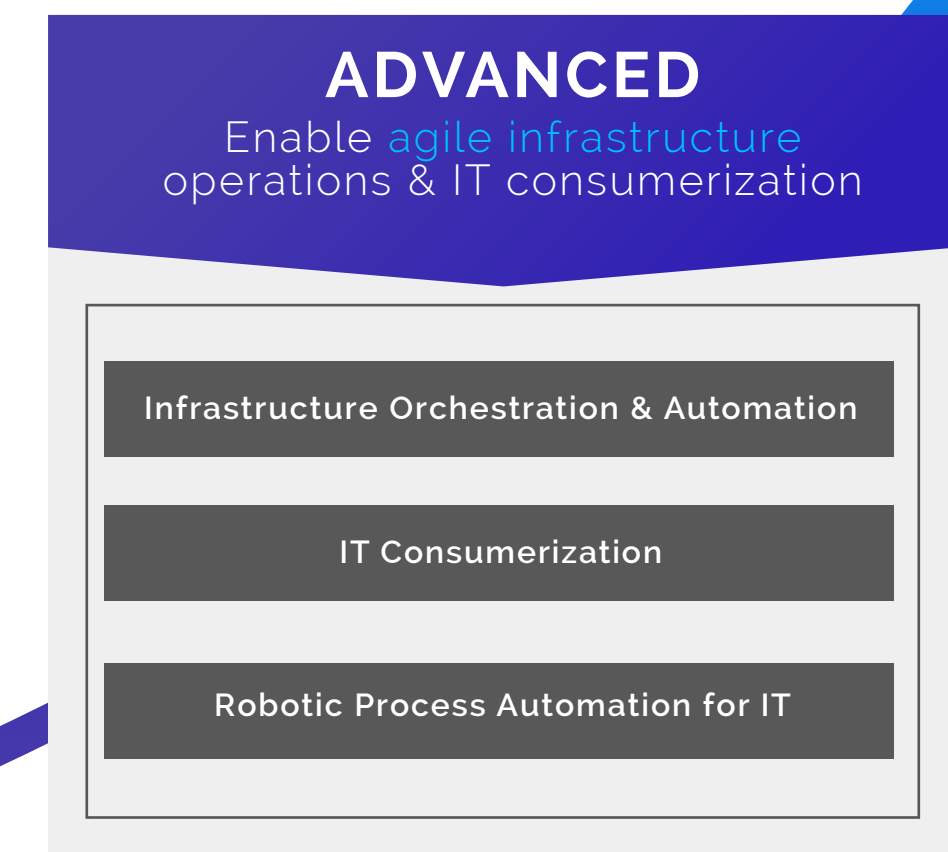
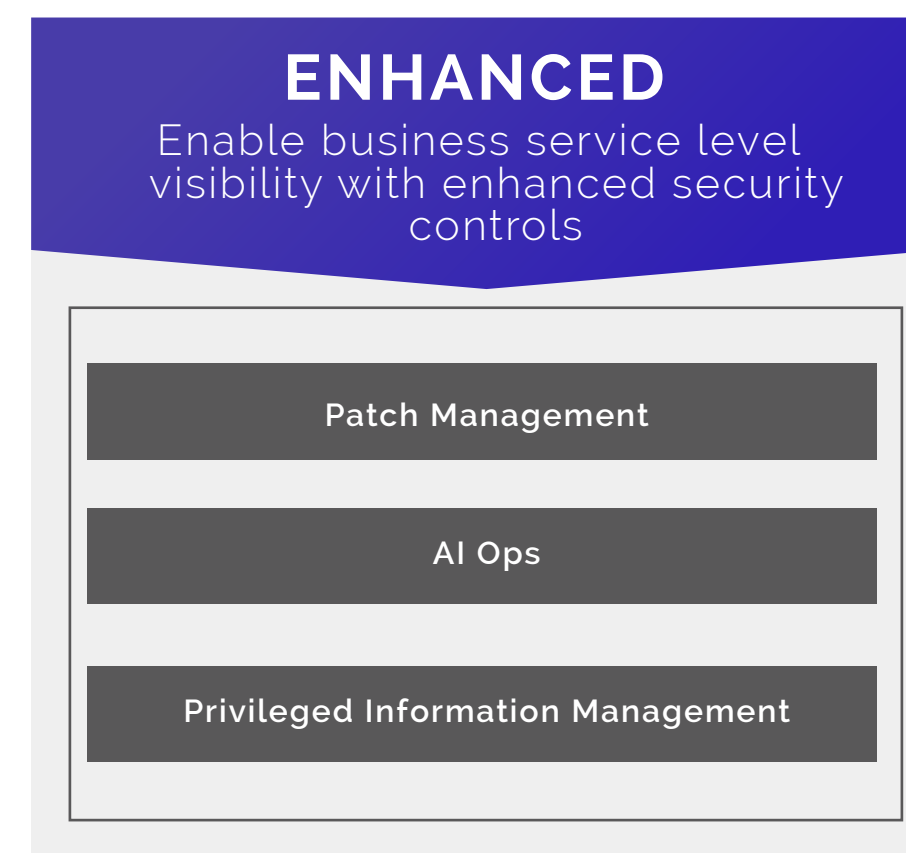
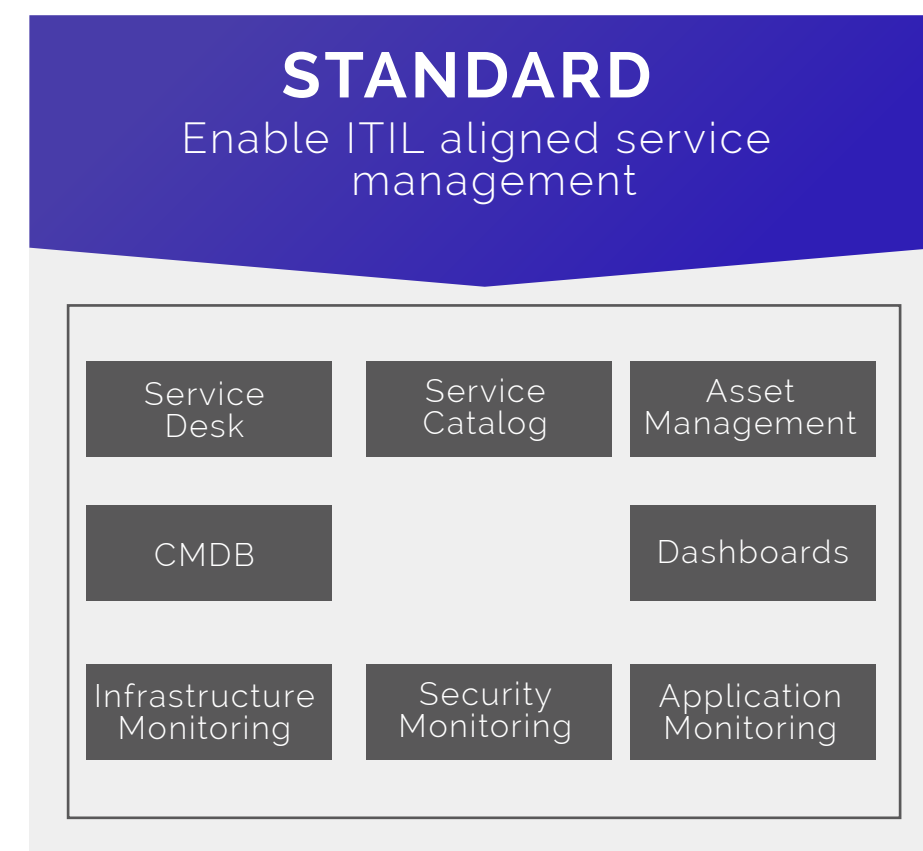
Enhanced Operational Intelligence & Security Controls

- AIOps driven unified visibility across infrastructure & apps resulting in better user experience.
- CxO and IT Admin dashboards for business service level visibility and faster response to incidents.
- Advanced Patch Management & Privileged Information Management improve security controls and lower risk

IT Consumerization & Automation Driven Agility

- Hybrid Cloud Management Platform provides enterprise Cloud Service Portal, Multi-cloud Service Integration & Aggregation, Single Pane of Glass Management, Metering, Billing & Chargeback, Infrastructure Automation and Orchestration
- [Robotic Process Automation](#) for faster incident resolution and ITSM automation

BUSINESS VALUE DELIVERED



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IMPACT DELIVERED USE CASES

| CLIENT PROFILE | HAPPIEST MINDS ENGAGEMENT SCOPE |
|--|--|
| A Global Financial Services Major Based in Europe | End-to-end Managed Services covering DC, End Users, Branch Offices spread across 80 countries and 100+ locations. DC Consolidation, DR Setup, Network, & Security Infra Transformation projects delivered in Flex Model. |
| A US based Financial Services Company | 24/7 L1/2 NOC services for DC, Network, Applications, VoIP, Endpoints & ATMs delivered in Hybrid Model |
| A US based IT Outsourcing Company | SLA Driven L3 Support for IT Infrastructure and Tools. Tools Engineering & Automation Support & RPA Deployment. 30% Cost Reduction Achieved. |
| A Specialty Jewelry Manufacturer and Retailer with Operations across US, UK, APAC & India | 24/7 Cloud Infrastructure Operations for Applications Hosted on AWS |
| An American Automotive Aftermarket Retail and Service Chain | 24/7 e-Commerce Site Monitoring and Support |
| India Based Leading Wealth Management Company | Infrastructure Transformation and End-to-end Managed IT Services |

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The IT infrastructure environment has seen a sea of changes during the last few years. From the age of monolithic mainframes, we have reached an era where virtualization, Cloud Computing, Containerization, Automation and Software defined networking redefine the traditional IT operations. IT has evolved from its initial chaotic phase where it faced issues around complex systems, asset management, frequent outages, incident management, provisioning delays, lack of resources, underutilized infrastructure components to a proactive phase where automated infrastructure supports provisioning, increases availability, optimizes resource utilization, improves outage handling, avoids redundant tasks and reduces overheads. Proactive automated monitoring systems in [Managed Infrastructure Services](#) environment utilize predictive analytics and machine learning techniques to prevent future occurrences of the incidents by proposing reliable resolutions. In most of the traditional IT organizations the CIOs are concerned with bringing in disruptive changes in IT infrastructure unless there is a definite need. However, the role that IT plays in the current digital age demands IT to be a key business enabler. A managed, automated, analytics driven and service oriented IT infrastructure helps CIO's in avoiding the time consuming firefighting, deliver a holistic view of the entire IT environment, enable them to adopt innovation, create value in a faster way and make IT center a profit center rather than a cost center. Adopting a reliable Managed Infrastructure Services portfolio enables enterprise CIO's to transform their IT environment into a strategic business asset, which helps business in augmenting the growth and success.

ABOUT HAPPIEST MINDS TECHNOLOGIES

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: [Big Data Analytics](#), AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, [digital business solutions](#), infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

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 **happiest minds**
The Mindful IT Company
Born Digital . Born Agile

www.happiestminds.com

