



DRIVING BUSINESS AGILITY BY TRANSFORMING IT OPERATIONS AND DATA MANAGEMENT WITH CLOUD

Cognizant delivers highly automated self-service IT cloud platform to streamline and secure operations, improve data center flexibility and accelerate best practice adoption on a global scale.

The Challenge

IT operations, data center and IT asset management were extremely complex for a global pharmaceutical service provider. The parent company does business in more than 120 countries supported by multiple data centers and more than 8000 applications. Server provisioning clutter and operational costs were high, while optimizing compliance and security was critical for the data centers. Applications did not scale in tandem with the ebb and flow of demand, creating less flexibility and slower response times to market conditions.

The goal was to make IT more responsive to changing business conditions by enabling application owners to independently provision infrastructure and development resources. Compliance and operations support integrated with enterprise applications would be centralized. Accurate and transparent billing was critical, as was optimizing the infrastructure investment.

AT A GLANCE

An international pharmaceutical services provider with operations in 100+ countries required modern approaches to managing more than 8,000 applications and multiple data centers. Cognizant drew on its expertise with AWS to streamline IT management, improve security and compliance and enable business unit autonomy while still enforcing best practices by deploying a core self service IT platform in an AWS cloud.

The Solution

Cognizant developed a scalable and secure self-service IT platform for the application owners based in an AWS cloud. In addition to building and managing the enterprise-integrated secure cloud infrastructure, Cognizant provides cloud platform development, consulting, infrastructure architecture, testing, migration capabilities and global support services across three regions.

The client now has more than 500 AWS accounts in those regions, with business divisions adopting the platform as a managed service. More than 350 applications and 2500+ virtual machines are AWS-hosted. Extensive automation enables fast business adoption of cloud solutions while ensuring best practices acceptance, compliance, and proactive monitoring and security. The platform also supports a BYOD strategy to reduce equipment costs.

The Approach

Cognizant assessed the client's applications and their suitability for cloud migration based on cost, function, ecosystem dependencies and security, then developed a detailed migration roadmap incorporating the optimal cloud candidates. To expedite adoption of cloud across business divisions, Cognizant built an automation suite and self service cloud platform that enables application owners to manage their own resource provisioning in AWS.

The suite includes AWS services, best-in-class third party tools and customization developed by Cognizant to augment AWS capabilities. The platform offers rapid provisioning, high flexibility and scalability, making it ideal for application workloads with high computing and/or data storage needs.

The self-service cloud platform automates network segmentation for each account as well as security zones, firewall, intrusion prevention and detection, virtual

Project Highlights

- Significant reduction in ongoing IT infrastructure and operations costs.
- Enhanced scalability, reliability and agility via DevOps capabilities.
- Centralized, lower cost service from offshore global operations center.
- Faster cloud adoption with clear enablement path across enterprise.

private networks, ports and protocol restrictions, and high availability network zones. Other features include automated backups and retention, Active Directory integrated identity and access management, database management, and external SaaS integration with key third party tools, including automated risk detection; help desk management for all infrastructure alerts; compliance logging; and automated monitoring and enforcement of policies and alerts. Cloud DevOps expedited the solution's ability to meet operational demand.

A privileged central console provides visibility to business application owners and VPC administrators to manage the infrastructure. Cognizant manages the client's global operations center with continual optimization to reduce the cost per ticket.

The infrastructure now incorporates hybrid cloud DevOps with AWS. In addition, Cognizant developed a playbook for simplifying the provisioning and migration of GxP compliance-related applications to the cloud.

With the platform in place and DevOps processes maturing in all layers, the client experiences continually more efficient and lower cost IT operations around the world. The platform's automation and comprehensive self-service

provisioning capabilities enable business divisions to quickly and effectively respond to changes in their regional and vertical markets, enhancing the overall performance of the parent company.

ABOUT COGNIZANT

Cognizant (NASDAQ-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 205 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.



World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060