

Case Study: Technology

Transformed IT Infrastructure Improves Business Agility

A global software provider increased productivity and agility, accelerated time to market and reduced complexity and cost with our proven IT transformation and migration methodologies and expertise.

A global security, storage, and systems management software provider planned to demerge into two separate companies. To prepare, it undertook a major overhaul of its IT infrastructure and operations strategy. A key requirement: streamlining the Hosting Group, which handled compute, storage and middleware operations. These functions had grown complex and had a wide geographic distribution. The company planned to bring them under closer in-house management.

At issue: the company had little visibility into the scope of these key operations – critical to the smooth running of the business. Any disruptions to them would result in lost revenue. Disruptions would also negatively affect other aspects of its technology strategy, including the launch of a next-generation data center.

At a glance

A global security, storage and systems management software provider transformed its sprawling legacy IT infrastructure to increase business agility and prepare for a planned demerger. With the help of our proven transition methodology and expertise, they repatriated and improved compute, storage, and middleware capabilities and prepared these operations for migration to a next-generation data center.

Outcomes

- Reduced IT operations costs by more than 40%
- Increased business agility and optimized go-to-market capabilities
- Simplified IT infrastructure and applications; accelerate provisioning and service delivery
- Improved security

The Challenge

The company had accumulated several generations of hardware, applications and operational processes. Much of its existing IT infrastructure was externally managed and existed in at least 20 separate data centers around the globe. “Islands of applications” had proliferated from different lines of businesses and customer communities. Users often depended on manual delivery and provisioning mechanisms – rather than automated and self-service processes.

The company looked to increase its business agility so it could quickly and creatively respond to customer demands with improved internal collaboration and optimized go-to-market and IT service delivery capabilities. Modernizing IT functions, and making them more responsive, was critical to achieving these goals.

To make sure key IT operations would run smoothly after the demerger, the company also wanted to modernize and gain greater visibility into them. The company viewed rationalization and repatriation of Hosting Group functions as critical to reducing costs and complexity and realizing its IT transformation vision.

The Approach

The company tapped us for our legacy infrastructure transformation capabilities and charged us with transforming the Hosting Group. The goals: Improve compute, storage and middleware capabilities and performance; and prepare these operations for migration to a next-generation data center.

To ensure smooth operations performance as we executed the transformation, we turned to our proven transition methodology and continuous service improvement (CSI). Using it, we consolidated and rationalized operations while introducing automated and self-service provisioning features to speed service delivery.

The company significantly reduced IT operations costs and increased IT capacity as we streamlined and stabilized these operations. This helped it tackle

other projects, including improving legacy data center performance.

Delivering Control and Visibility

We helped the client repatriate the Hosting Group infrastructure services. Because of poor visibility into these outsourced services, it was nearly impossible to scope the actual project parameters. To ensure transparency, we conferred closely with the client on key issues such as headcount, onshore and offshore resources, and transformation activities. And, despite originally unclear project boundaries, we also committed to specific productivity measures.

Within five months, we repatriated compute, storage, backup, directory and middleware services for the client. These services had sprawled across more than 50 locations. Drawing on our proven transition methodology, we stabilized the services without disrupting the client’s business operations.

We also migrated workloads to the private cloud infrastructure to prepare for the client’s demerger and completed the transition of all remaining legacy environments, applications and toolsets to the client’s new data center.

Reduced Costs, Increased Speed

Our work to rationalize, consolidate and transform the workflows associated with these processes has helped the client reduce IT operations expense by more than 40%. With less complexity to manage, operations are more predictable. Issues are reduced by almost 50%. Service and storage provisioning speeds are greatly increased.

Our continuous service improvement methods created cost savings and increased capacity for the company. In turn, it selected us for other critical operations support for initiatives such as the new data center and network management.

Our IT transformation activities contributed to a smooth separation of IT operations when the company executed its demerger. Overall, improved IT operations have supplied the company with the agility to carry out its ambitious technology vision to accelerate innovation and anticipate customer demand for new products and services.

“A legacy infrastructure transformation project needs the right talent on board from day one to make it succeed. Our flexible approach, depth of expertise and managed cloud services experience has been invaluable throughout this transformation, helping us to complete the project within the ambitious timeframes required. They really have been a fantastic partner.”

– **Senior Director Cloud, Hosting and Data Center Services**
Global Software Provider

About Cognizant

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