



IT Infrastructure Transformation: Improving 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.

The Challenge

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

At issue was the fact the client had little visibility into the scope of these key operations, which were critical to the smooth running of the business. Any disruptions to them would result in lost revenues and also have a negative impact on 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 was able to:

- Reduce IT operations costs by more than 40%.
- Increase business agility and optimize go-to-market capabilities.
- Reduce complexity of IT infrastructure and applications; accelerate provisioning and service delivery.
- Improve security.

The Solution

We were tapped for our legacy infrastructure transformation capabilities and charged with transforming the Hosting Group. The goals were to improve the compute, storage and middleware capabilities and performance while also preparing these operations for migration to a next-gen data center. We turned to our proven transition methodology and continuous service improvement (CSI) to ensure smooth operations performance while executing the transformation. It consolidated and rationalized operations while introducing automated and self-service provisioning features to speed service delivery.

As we streamlined and stabilized these operations, the client significantly reduced IT operations costs and increased IT capacity to address other projects, including improving legacy data center performance.

The Approach

Tackling Legacy Modernization with Cloud Power

The client had accumulated several generations of hardware, applications and operational processes. Much of its existing IT infrastructure was externally managed, residing across at least 20 separate data centers around the globe. "Islands of applications" had proliferated from different lines of businesses and customer communities. Users were often dependent upon manual delivery and provisioning mechanisms rather than automated and self-service processes.

The client needed to increase its business agility so it could respond quickly and creatively 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 would be critical to achieving these goals.

The company also needed to modernize and gain greater visibility into key IT operations to ensure these would operate smoothly after the planned demerger. The client viewed rationalization and repatriation of Hosting Group functions as critical to reducing costs and complexity and enabling the realization of its IT transformation vision.

"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

Delivering Control and Visibility

We helped the client repatriate the Hosting Group infrastructure services. Because of the 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, use of on and offshore resources, and transformation activities. We also committed to specific productivity measures, despite the originally unclear project boundaries.

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

We were also responsible for migration of workloads to the private cloud infrastructure to prepare for the client's demerger and for completing the transition of all remaining legacy environments, applications and toolsets to the client's new data center.

Reducing 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, with issues reduced by almost 50% while service and storage provisioning speeds are greatly increased.

Our continuous service improvement methods have enabled it to pass cost savings and increased capacity to the client. In turn, the client has tapped us for additional critical operations support for such initiatives including

the new data center and network management.

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

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 195 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

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