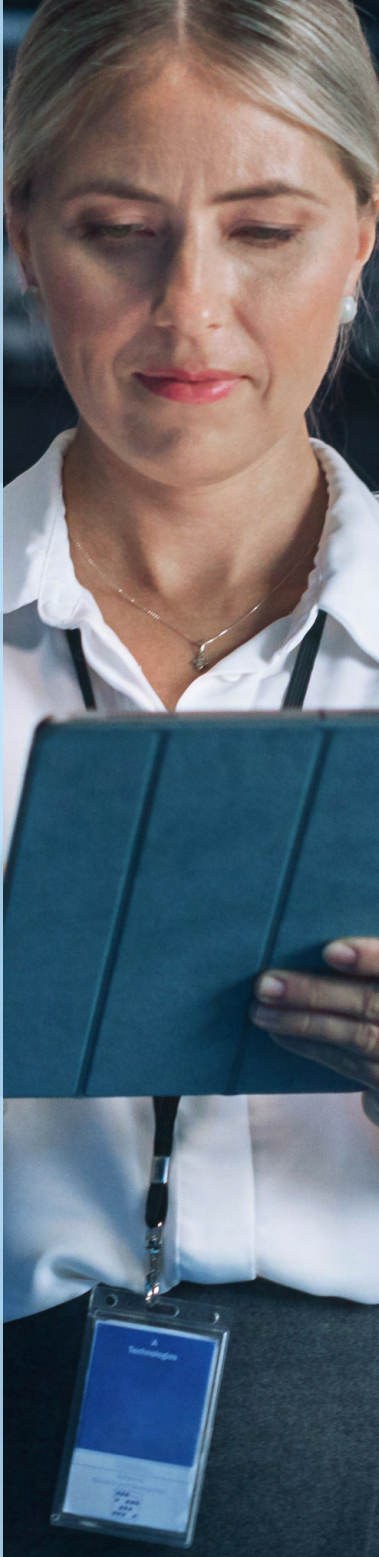


INFOSYS DATA OPERATIONS WORKBENCH

Single pane of glass to
manage and optimize your
data and AI estate

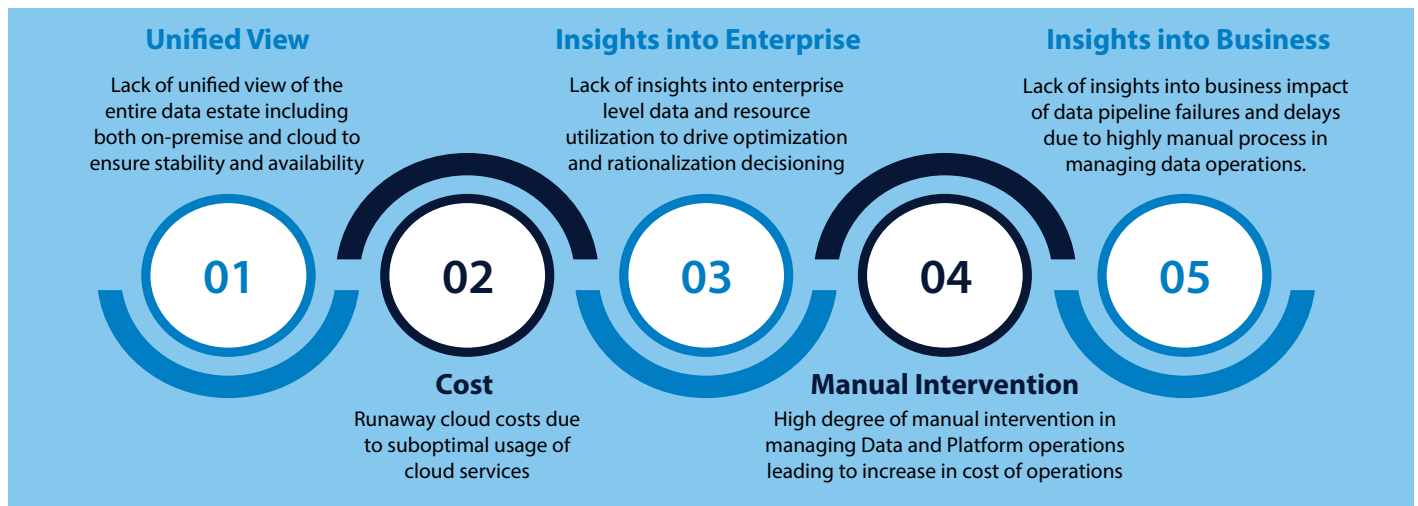


Business Imperatives

As enterprises embark on a digital transformation journey, data has become the lifeblood of enterprises and the cost of managing this data landscape has the risk of increasing exponentially, if left unchecked. Hybrid landscapes, constantly changing architecture & technology trends, plethora of tools & services, evolving business demands complicate the governance and management of the data estate further.

DevOps model of execution combined with Extreme automation, LowOps and FinOps is the need of the hour for managing the constantly evolving data estate efficiently and lowering the costs of operations.

Challenges



The need

- Disparate data technologies with varied governance levels needs an integrated solution for unified view on entire data operations.
- To understand data and resource utilization to drive optimization and rationalization decisioning
- Enable LowOps by automating monitoring, failure point analysis and resolution to improve platform stability and availability.
- Monitor cloud cost consumption to drive optimization and chargebacks



The solution – Infosys Data Operations Workbench

Infosys Data Operations Workbench is an intelligent platform that enables unified provisioning, monitoring and management of data platforms in a hybrid landscape with capabilities to diagnose databases, applications, D&A tools, cloud services, and data pipelines. Embedded with a self-healing framework the platform goes beyond just monitoring and enables LowOps. The platform is equipped with a cost management module that enables cost monitoring, analytics and intelligent recommendations for cloud cost optimization enabling Cloud FinOps.

Key capabilities

Provisioning:

Automated provision of Data platforms and services on various public Cloud be it AWS, Azure or GCP leveraging standardized Blueprints created for IaaS, PaaS, DBaaS & TaaS based on industry standard best practices to help reduce manual effort and accelerate time to market

Diagnostics:

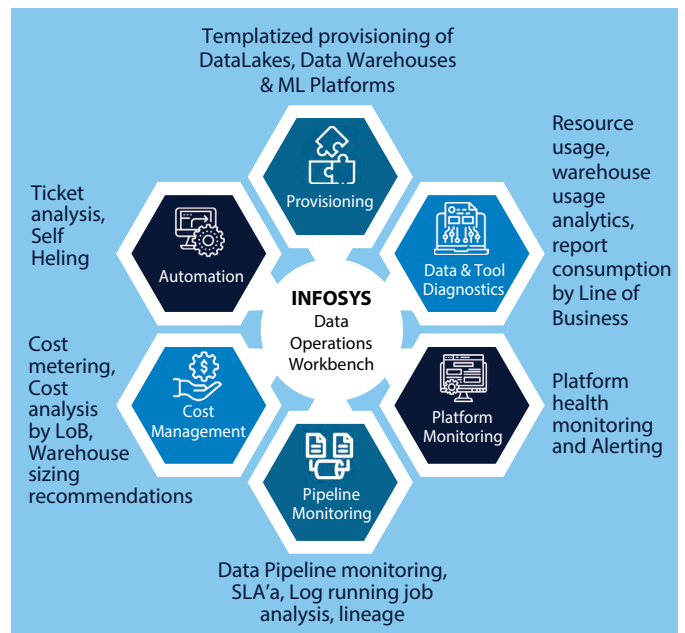
Detailed diagnostics of datastores, ETL and BI tools to provide insights into resource usage, unused assets etc. broken down by users and Lines of Business to help drive rationalization and optimization decisions

Monitoring (Platform and Pipeline):

Single console view for monitoring end to end on-prem and cloud platforms. The monitoring includes platform health monitoring and application health and service monitoring. Another key capability of monitoring module is, it can monitor and report metrics data pipelines by integrating schedule and SLA information to provide a view of potential SLA breaches, downstream impact and proactive identification of job delays through intelligent mining of pipeline data. This module provides capabilities to trigger self-healing scripts based on trigger conditions along with automated alerting and notifications.

Cost Management:

This module provides a comprehensive view of cost consumption across different services, regions and Lines of Business that can drive optimization and charge backs. The module has single view that provides cost consumption of different cloud vendors like AWS, AZURE, GCP, Snowflake etc., cost distribution by different service categories like Infrastructure, Storage, Tools etc., cost usage distribution at service, regions and tags, untagged services cost, analytics around monthly and daily budget usage trend, cost forecasting and intelligent recommendations for cost optimization of different cloud services

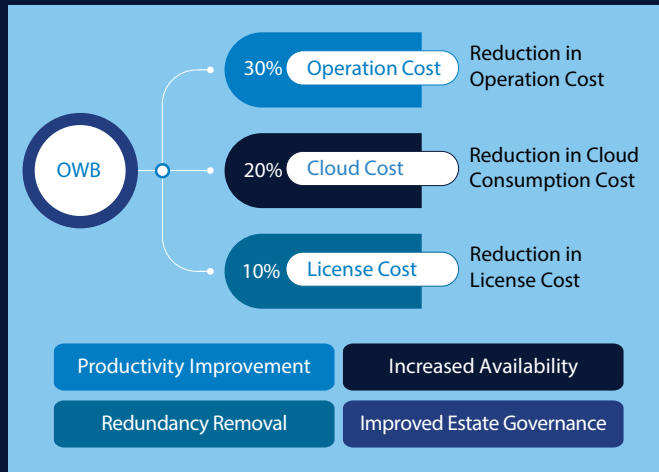


Automation:

This module provides the capability to register self-healing scripts for different repeatable issues which reduces manual intervention. The framework provides the capability to register new scripts and manages the orchestration and monitoring of the self-healing scripts. It also provides integration with ITSM tools like ServiceNow, to automate logging and resolving of tickets as part of the self-healing process.



Value Proposition



- **Increased Availability:** Proactive Altering, Preventive Maintenance and Self-Healing all leading to judicious use of resources and their availability as and when need arises.
- **Redundancy Removal:** Data and Tool Diagnostics, Identification and Underutilized Assets all leading to removal of uncertainties.
- **Improved Estate governance:** Cost Metering and Analytics and Optimization recommendations for overall efficiency improvement.

Success Story

Data Operations Center for a Financial Services Client

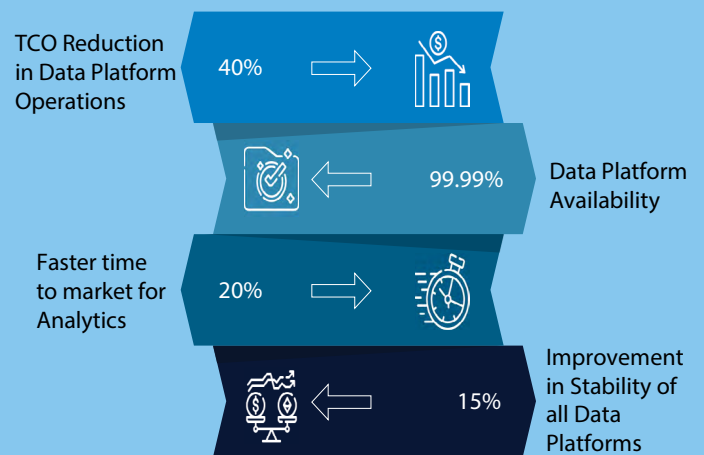
Client Challenges

- Inability to make a single integrated view & cross sell / up sell to customers post-merger
- High cost of Data Estate management (\$\$\$ per TB)
- Data from wealth management, retirement planning services & advisory services
- Disparate Data Estate across multiple technologies:
 - o Complex Teradata estate & Hadoop sprawl with a capacity of 4+PB
 - o Informatica & Talend with over 15000+ Workflows
 - o Tableau, SAP BO with over 20000+ users

Solution Approach

- Provided L1, L2, L3 platform support for Hadoop, Informatica, Tableau, SAP BO, Teradata, Alteryx
- Operations Workbench was deployed to have a centralized solution to monitor the entire big data platform

- Identified the performance bottlenecks and frequent failures and fixed them
- Developed data platform on GCP to enable analytics
- Hybrid Platform – supported both on prem and cloud data platforms
- Implemented integrated operating model with automation as core



For more information, contact askus@infosys.com

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