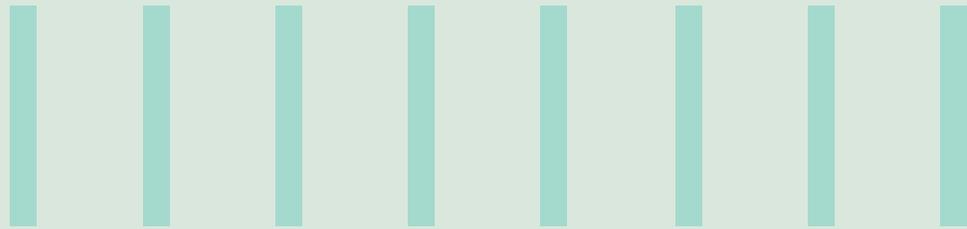




INFOSYS ADOPT FRAMEWORK - A CATALYST FOR IT OPERATIONS TRANSFORMATION

Facilitates migration from T&M contracts to
managed services at scale



The rapidly evolving technology and business landscape is always asking questions to CTOs and CIOs of high technology Original Equipment Manufacturers (OEMs), product suppliers and Independent Software Vendors (ISVs). The operational matrix of unpredictable demand for Technology resources, business constraints and value addition makes optimizing investment in Technology infrastructure an ongoing challenge. Further, CTOs and CIOs need to architect, deploy and maintain solutions focused on user requirements while streamlining operations for a digital workplace.

Information Technology operations at scale is a business imperative to drive product innovation, accelerate development cycles, integrate supply chains, and mitigate risks of a global enterprise. A talent pool of infrastructure technologists, application developers, testing experts, network engineers, and support professionals is required to deliver IT-driven business outcomes. Moreover, hardware should be procured, configured, and installed for users even as centralized servers, data centers, databases, and firewall software are deployed for global manufacturing and distribution.

Although a high technology enterprise provides mission-critical components for technology and tech-enabled industries, it is not an IT enterprise in itself. The journey to create the optimal internal environment, track assets, and micro-manage budgets as well as multiple software and hardware vendors invariably leads to operational complexity. To put it into perspective, indirect expenses for an IT asset may be up to 80% its purchase price, and subpar maintenance of a personal computer can increase annual costs by US\$ 5,000 .

On the one hand, a high technology enterprise requires reliable Technology systems and 24/7 support for business growth. On the other, technology costs need to be rationalized. The solution: adopt managed IT services as a cost-effective approach to achieve both goals.



IT operations managed by an extended enterprise

A managed services partner transforms legacy IT infrastructure and rationalizes existing workloads, thereby helping high technology OEMs and ISVs modernize the IT stack at optimal cost. Service providers combine rich experience in digital transformation of IT lifecycle services with cloud platforms and robotic automation of repetitive tasks to streamline IT operations. Besides, open Application Programming Interface (API)-driven integration of third-party components eliminates risks and recurring / hidden costs of legacy systems.

An ecosystem comprising strategic partnerships with technology platform providers, diverse skill sets, and advanced productivity tools enables managed

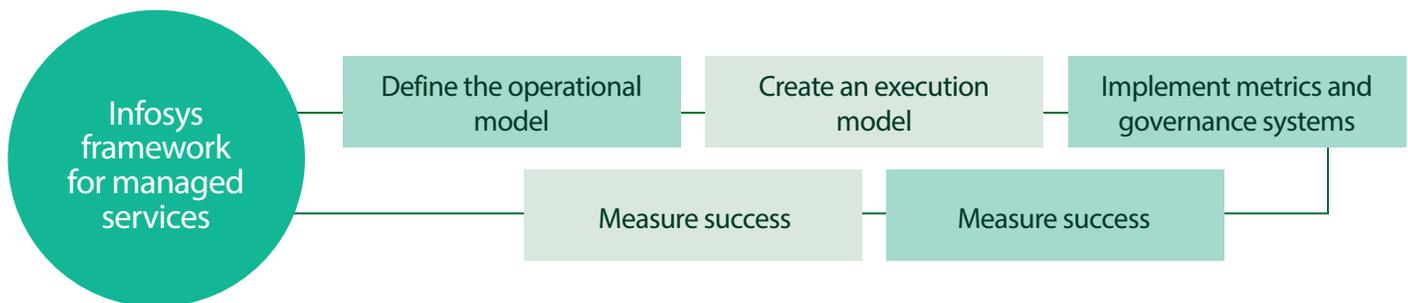
service providers to ensure operational excellence. In addition, digital knowledge repositories with industry-specific artifacts help service teams quickly implement changes to address business issues and provide on-demand support across business functions and processes.

The scope of managed IT services covers a broad spectrum of niche services: strategy consulting, technology deployment, data and legacy systems migration, network monitoring, administration of operating systems and applications, hardware maintenance and support, database server backup, operating system patches, cybersecurity, disaster recovery, and reporting. Notably, regular training,

cross-training, certification, and reskilling of teams boost issue resolution as well as service assurance.

End-to-end support for IT operations helps high technology enterprises minimize inventory of hardware, software and licenses. Significantly, it reduces compliance issues and security risks while increasing agility. When an extended enterprise takes over VPN and firewall management, network and data security, IT assets and web activity monitoring, and other user services, it reduces the complexity of IT operations at a high technology organization.

Infosys framework for managed services



The Infosys Accelerated Digital Operations and Process Transformation (ADOPT) framework facilitates smooth transition from a Time and Material (T&M) contract to a managed services model while ensuring business continuity. The framework supports IT operations at scale and creates a digital enterprise to streamline operations at high technology manufacturing and ISV enterprises.

The framework incorporates six 'factors of success', which serve as gating criteria for seamless migration to a managed services model. The 'factors of success' are – defining the baseline (current) state, articulating financial value, developing a risk-mitigated delivery plan, assessing business value, ensuring sustainability and delivery excellence, and connecting business leaders.

The Infosys ADOPT framework is structured in a 'wave' format to deliver incremental value. A sequence of 'waves' drives the

transition from a T&M engagement model to managed services. The Infosys ADOPT framework recommends a 5-step process for a book of work / migration program.

Define the operational model - The framework replaces vectors that control T&M contracts (project requirements and resources) with a work intake process, which establishes outcomes of a program / project and the value to be realized. An operational model ensures that the digital JIE created for managed services clearly defines roles, role characterization, and governance methods. The Infosys Value Realization Framework (VRF) enables teams to jointly identify success factors of the program, map goals with the execution plan, and optimize the implementation.

Create an execution model - Infosys uses pre-defined templates and proprietary accelerators to define the scope of the project, timelines, estimates, exit criteria, KPIs, and other project parameters.

The execution model includes control, reporting and communication tools to ensure transparency.

Implement metrics and governance systems - Best-in-class templates and industry benchmarked metrics ensure the success of managed services. Infosys combines Service Level Agreement (SLA), Operation Level Agreement (OLA), Business Level Agreement (BLA), multi-tiered governance mechanism, and a clearly articulated change management program for a smooth transition to the JIE managed services model.

Measure success - The diverse parameters of Infosys VRF enable an outcome-based approach to success. It boosts the effectiveness of managed service delivery by measuring performance / outcomes via SLAs, milestones, quality indicators, and cumulative business value in addition to conventional staffing metrics such as retention and lead time for onboarding.

¹Source: <https://networkalliance.com/understanding-technology-costs/>

Use flexible pricing – Elasticity in pricing is a hallmark of the Infosys ADOPT framework. Per Unit of Work (UoW) costing method for each 'wave' ensures

better pricing vis-à-vis T&M contract rates. In addition, the framework supports alternative pricing models such as gain-sharing and Annual Incentive Model (AIM),

which rationalize costs while achieving goals.

Operate IT at scale

Infosys ADOPT framework-based managed services model supports hardware, wired and wireless networks, virtualization, and cloud platforms to manage Computer Aided Design, Engineering and Manufacturing (CAD, CAE and CAM), Enterprise Resource Planning (ERP), Product Lifecycle Management (PLM), and Master Data Management (MDM) systems at high technology enterprises.

The framework empowers a managed services team to become part of the client's IT organization, and address requirements across infrastructure management services, including remote infrastructure management, data center operations, virtual desktop support, and enterprise mobility. Moreover, the framework supports operational practices for the convergence of OT and IT in high technology environments.

The ADOPT framework enables scalability of operations within a short timeframe. It delivers economies of scale, while preventing IT downtime and driving proactive managed services. Significantly, it helps support teams manage huge ticket volumes, reduce turnaround time for tickets, and improve first call resolution rate.

Infosys ADOPT framework is built on best practices in ITIL across the ITSM footprint. It delivers tangible business value while migrating the enterprise IT infrastructure from capex to an opex-based managed services model. Delivery automation accelerates services and enhances the user experience for a global workforce. Most important, the digital ecosystem supports advanced tools, including AIOps platforms, for product innovation.



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