TRANSFORMING THE IT LANDSCAPE

With employees working in some of the most remote parts of the world, a Finnish engineering firm needed an IT infrastructure that was tough enough to cope.

Infosys®

A TOUGH CHALLENGE

Our client is a Finnish consulting and engineering company that deals with some of the world's toughest industries. Since 1958, the company has handled the power transmission system for the Swedish National Grid, revamped Salzburg railway station, and has been involved in 90 percent of the world's largest pulp mill designs.

The nature of our client's work places unique demands on their IT infrastructure. Many of their projects require them to set up temporary offices in remote locations to deliver their engineering expertise, making seamless connectivity a critical business requirement. Large files, such as complex pipeline drawings, are passed between team members in different locations. Any outage that causes a delay in projects leads to potential financial penalties and damage to reputation.

Infosys®

ANOTHER COUNTRY, ANOTHER SYSTEM

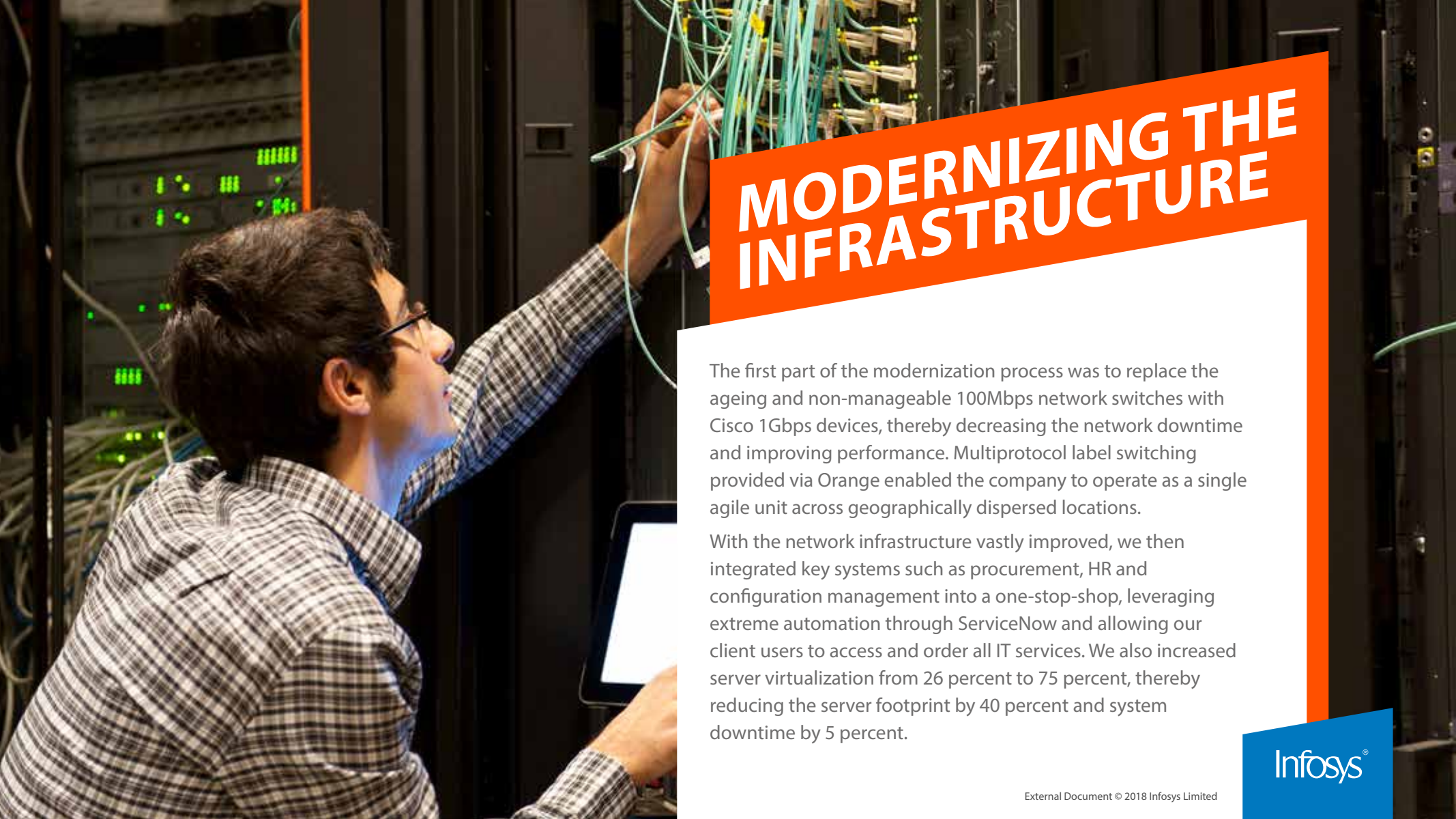
Yet when Infosys began working with them, the infrastructure had got to a stage where it urgently needed modernization. Having grown through acquisition, they had disparate systems and processes in different geographies. They were running 41 active directories, over 1,200 servers and multiple versions of OS, from Windows XP to Windows 7, across their IT landscape. Every country had a separate service desk catering to the users of that country.

Simple tasks took longer than they needed. For example, the simple process of assigning a new computer with all the necessary tools to the consultants took around three days. Infosys was selected as a preferred partner for their IT transformation on a promise of providing the required expertise, track record and the bandwidth of taking up multiple projects – a process that came with very aggressive timelines.

However, we knew that once complete, a more modern infrastructure would not only enhance their effectiveness but also cut costs.

BREAKTHROUGH

Modernizing the client's infrastructure would not only enhance their effectiveness, but also cut costs.



MODERNIZING THE INFRASTRUCTURE

The first part of the modernization process was to replace the ageing and non-manageable 100Mbps network switches with Cisco 1Gbps devices, thereby decreasing the network downtime and improving performance. Multiprotocol label switching provided via Orange enabled the company to operate as a single agile unit across geographically dispersed locations.

With the network infrastructure vastly improved, we then integrated key systems such as procurement, HR and configuration management into a one-stop-shop, leveraging extreme automation through ServiceNow and allowing our client users to access and order all IT services. We also increased server virtualization from 26 percent to 75 percent, thereby reducing the server footprint by 40 percent and system downtime by 5 percent.

Infosys®

ONE EXPERIENCE FOR ALL

Our client was determined that employees around the globe should have a consistent, standardized IT experience. To achieve this, we created a single IT organization with standard processes leveraging ServiceNow, and implemented a global deployment solution (SCCM) to drive standardization of OS across all users' machines, thus enabling smooth deployment and upgrade of applications.

We consolidated 41 active directories down to just one, upgraded all users to Windows 7 Enterprise Image, and upgraded Lotus Notes to the cloud-based Office365 to reduce dependence on ageing and unstandardized hardware.

We also set up ITIL (Information Technology Infrastructure Library) processes and prepared global teams for change management, and set up 24x7 service desks with multilingual support to ensure timely ticket resolution for all users wherever they were working.

Infosys®

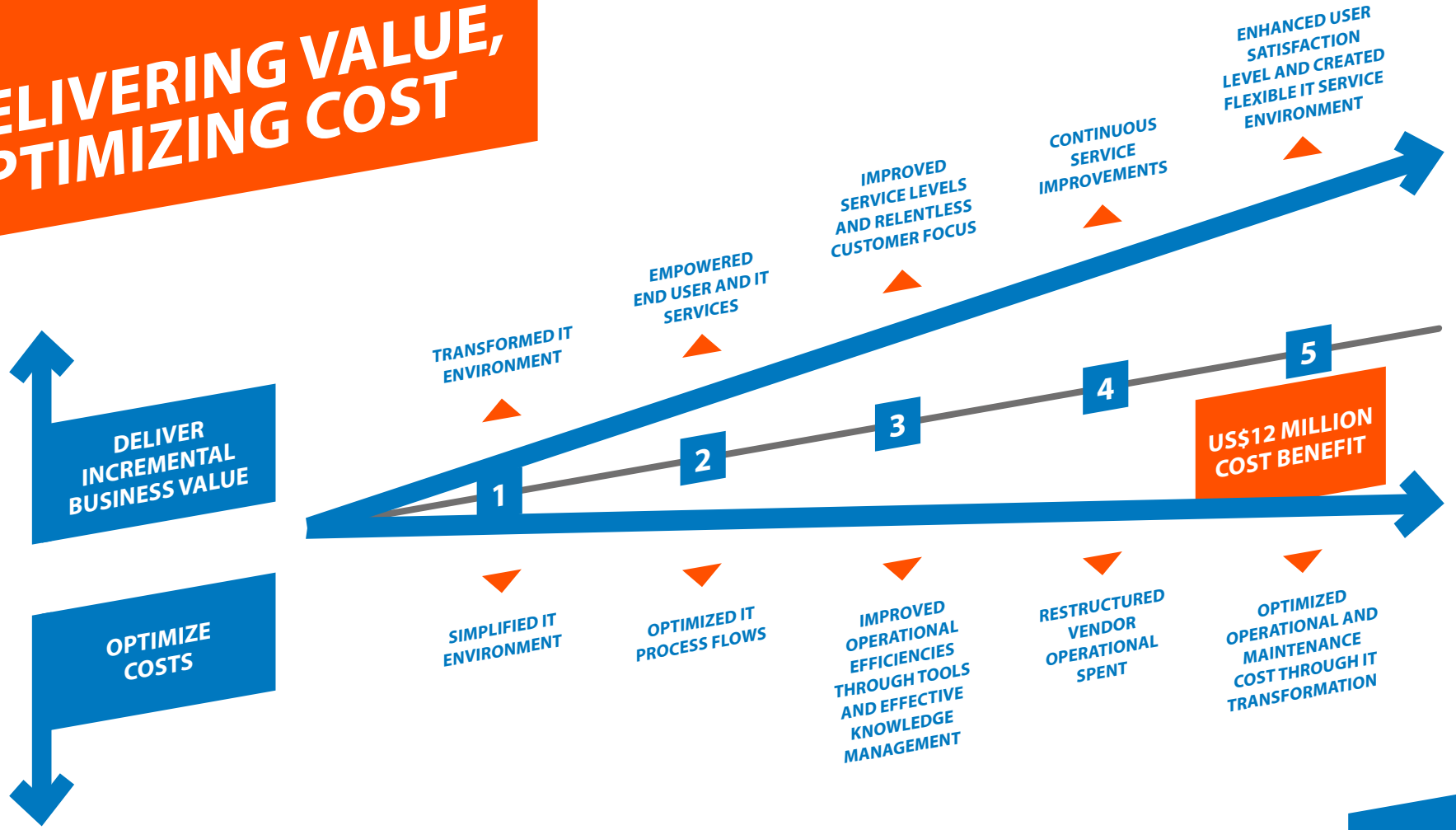
REDUCING THE COST

The rationalization of the server landscape and the optimization of the storage environment not only led to a quantified cost savings of US$4 million, but also helped to support our client's environmental objectives by reducing carbon emissions by 2,000 tons annually. Automated OS deployment and an app marketplace (customized for the country and department) of critical applications led to a cost saving of $800K and a process improvement of 50 percent.

Implementing an intelligent and precise two-layered method of monitoring critical and non-critical services/devices with different systems avoided US$1.2 million in licensing costs. We also used an advanced survey methodology to analyze user feedback, which led us to various innovative ways to use automation. Once implemented, these measures successfully reduced the end-user effort required to reach support teams, and resulted in an overall saving of US$5.33 million.

Infosys®

DELIVERING VALUE, OPTIMIZING COST



Infosys®

TOTAL COST AVOIDANCE OF

US$12

MILLION

NEW LOCATION ONBOARDING FASTER BY

75

PERCENT

Wherever in the world they operate, our client's staff has access to a world-class IT infrastructure.

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how we can improve your effectiveness and reduce your costs by modernizing your infrastructure.
Reach out to us at askus@infosys.com

Infosys®