INFOSYS SITE
RELIABILITY
ENGINEERING
Ramp up your Enterprise Resilience with Infosys SRE

Digital adoption is at an all-time high. Enterprises want to deliver superior customer experience to thrive in the digital world, which calls for deep system resiliency. Thus, the top priorities for today’s CIOs are to:

- Understand the levels of resiliency of existing systems
- Improve service management and predictive analysis
- Achieve key performance indicators (KPIs), key control indicators (KCIs), and key risk indicators (KRIs)
- Optimize costs
- Improve incident communications

Unreliable systems in a hyperscale environment can cause serious business impact in terms of cost, revenue, and reputational losses.

To safeguard themselves, organizations must incorporate strong service resiliency for their business services. This is where site reliability engineering (SRE) becomes imperative. SRE focuses on improving system reliability across key categories such as availability, performance, latency, efficiency, capacity, and incident response time.

Why Choose Infosys?

Infosys brings to its clients a comprehensive set of capabilities that accelerate SRE transformation and value realization, for a resilient enterprise.

Some of our key assets that expedite SRE adoption, as below:

- Infosys SRE Maturity Model comprising over 70 questions across 7 key categories
- Chaos Engineering Guidelines
- Blameless Postmortem Template and Checklist
- Infosys Toil Reduction Framework for periodic analysis of top toil targets
- Error Budget Calculator
- SRE Reference Operating Model covering different flavors based on customer needs
Infosys Value Proposition

- > 99.95% Service availability
- > 30% Ticket volume reduction
- > 98% Achievement of Service level objectives
- < 5% Issue/Defect in SRE automation

- > 25% Reduction in MTTR
- > 95% Issue prediction … we know before customer knows
- > 90% Issue self-healing and request self-service
- > 90% Right size infrastructure

- > 30% Reduction in TCO
- > 40% Reduction in Toil

Enhanced customer experience

< 5% Issue/Defect in SRE automation
Success Stories

A large financial services company with a well-established loyalty program wanted to monitor its different business processes to identify and prevent outages across the platform infrastructure. Infosys designed an SRE solution that helped monitor customer journeys, optimized mean time to detect (MTTD) and mean time to repair (MTTR), identify service resilience issues, monitor gaps and conduct downtime analysis.

**Outcomes**
- Avoided more than 40 outages
- Early detection of upcoming disruption in over 200 instances
- Saved US $5 million in operational costs

A US-based global leader was facing significant challenges with platform instability that was causing frequent outages, leading to revenue loss. Moreover, a number of services were repeatedly flagged as being non-compliant. Addressing the high number of platform alerts was eating into the bandwidth. Infosys created an auto-routing and auto-coding engine, re-architected by exploring parallel execution, and introduced automated retry.

**Outcomes**
- Enabled 99.9999% database availability
- Reduced deployment time from 5 hours down to 1 hour
- 100% on time deployment, with zero downtime
- Enabled one-click approvals

A large European apparel company was struggling with resiliency of its applications within its highly complex and integrated digital ecosystem. Multiple releases in a day would invariably cause interruptions and revenue leakage. Infosys helped the client transform their L1 team to an application operations center and their L2 team into site reliability experts. We also introduced measures like MTTx and MTBSI at the product level to ensure acceptable service levels.

**Outcomes**
- 67% reduction in revenue leakage as a factor of gross revenue
- 71% reduction in MTTD
- 54% reduction in MTTR
- 27% major incident reduction

Site reliability engineering helps enterprises stay resilient even in uncertain times and gather momentum in their digital journeys.

Contact us at agile_devops@infosys.com to know how you can enable this for your organization.

For more information, contact askus@infosys.com