



INFOSYS SITE RELIABILITY ENGINEERING

Infosys®
Navigate your next

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 (KCI), 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.

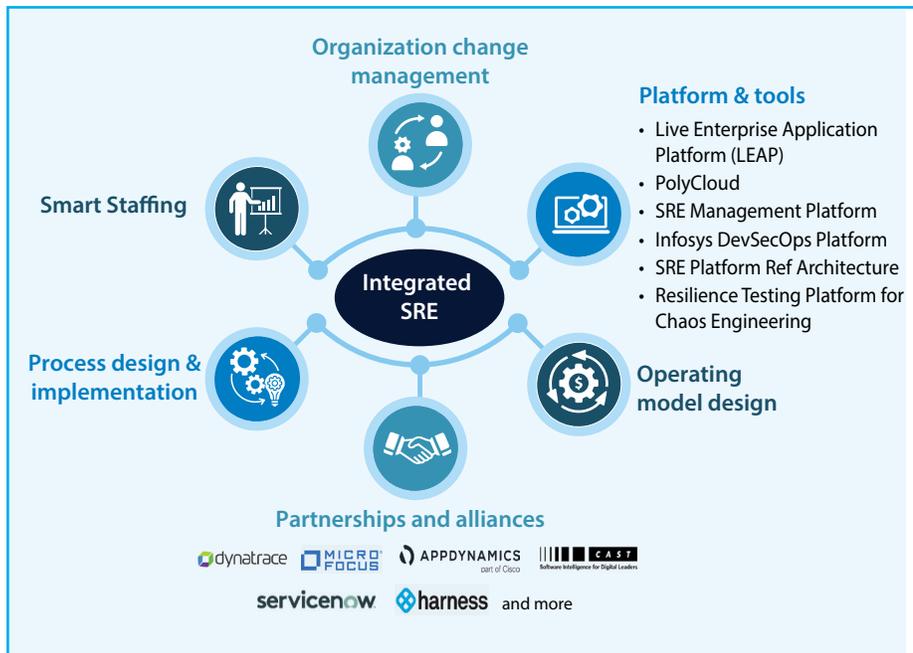


To safeguard themselves, organizations must incorporate strong service resiliency for their business services. This is where **site reliability engineering (SRE)** becomes imperative. SRE focuses on improving system reliability across key categories such as availability, performance, latency, efficiency,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

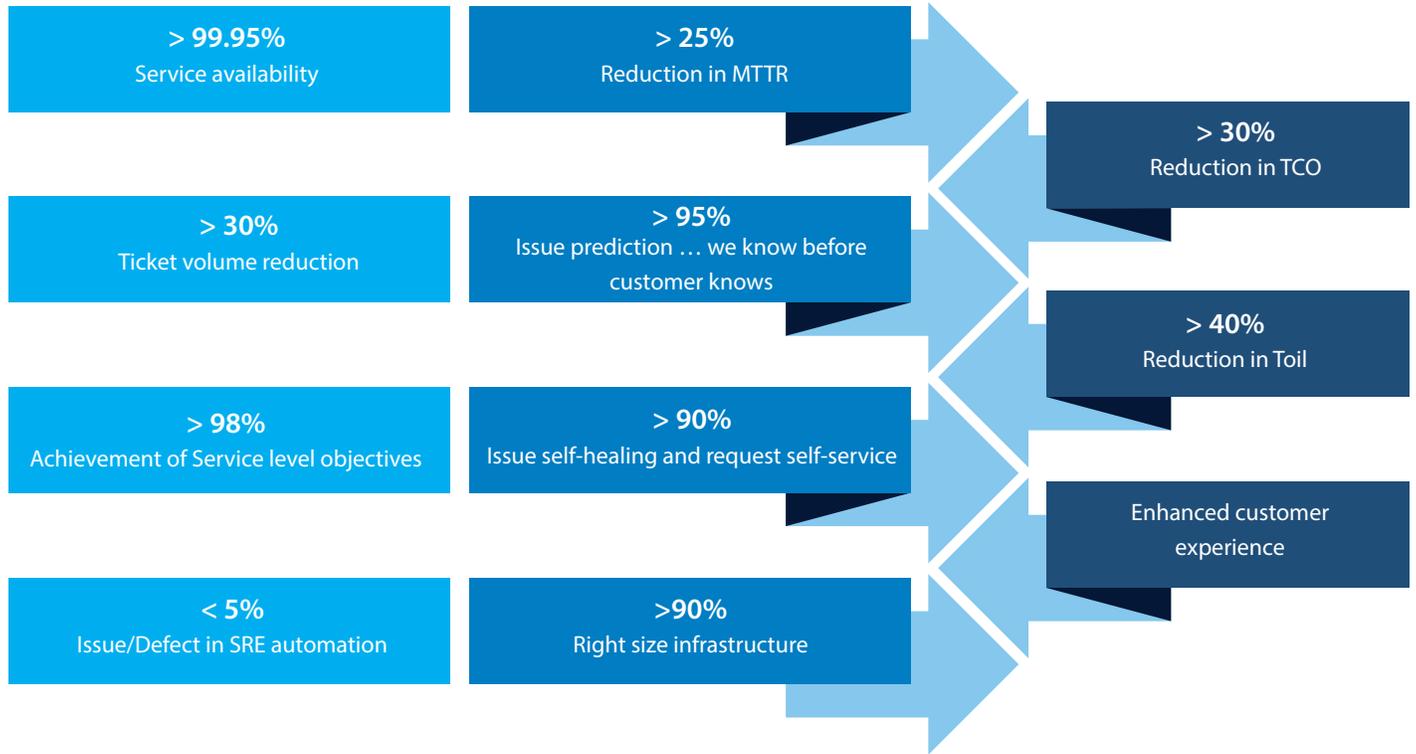
Blameless Postmortem Template and Checklist

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



Success Stories

US Financial Services company implements SRE to improve reliability and overall customer experience



Top US bank and asset manager was facing challenges with Traditional L1, L2, L3 support model, lack of clear ownership on issues/tasks, slow incident resolution resulting in high MTTR. Infosys partnered with client in defining SRE charter and Transformed 12 traditional support engagements to SRE model, across front, middle & back-office applications.

Outcomes

100% market open readiness | 50% reduction in incidents | 60% reduction in MTTR
99.9% application availability | Customer satisfaction improved from 70% to 97%

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

US software giant optimizes service reliability and delivery with SRE



European apparel leader achieves resilient applications for digital operations



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

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