An American multinational conglomerate reduces cost of operations by USD 10 million while ensuring a robust messaging infrastructure

Increases availability and reduces downtime, achieves cost saving of approx. $10 million, reduces incidents by 80% and improves Email availability by 99.99%

About the Client

The client is a Fortune 20 American multinational conglomerate offering products and services across various industry segments including power and water, oil and gas, energy management, aviation, healthcare, transportation, and finance. The client operates in more than 100 countries and employs over 300,000 people.

Goals

CREATE A CENTRALIZED, SCALABLE AND AVAILABLE MESSAGING MANAGEMENT INFRASTRUCTURE

The client had set up a shared services organization to manage its IT infrastructure. As a first step in this transformation journey, the client decided to consolidate its email ecosystem across its multiple businesses. To enable this, the client was looking for a reliable and flexible service partner who could not only manage its email ecosystem, but also add value by going beyond the brief and offering innovative solutions. The business imperatives were to reduce cost and improve overall productivity. Additionally, the partner would need to be mature enough to collaborate globally with employees, partner teams and other vendors in the ecosystem. The client selected Microland for our strong credentials and expertise in providing infrastructure management services, robust internal processes and tools, hybrid global delivery model and a flexible approach. Our goal-oriented approach, and experience in developing internal tools and processes to deliver a value-adding experience convinced the client of our suitability for this momentous task.

The table is a representation of the current technology landscape and scale of the customer's collaboration infrastructure.

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DELIVERING RELIABLE MESSAGING INFRASTRUCTURE SERVICES

As the incumbent email management vendor for the last twelve years, Microland manages the entire email ecosystem of the client - amongst the largest in the world and spread over 50 data centers globally - and is responsible for its improved performance. Microland's dedicated exchange and mobility architects and engineers provide a wide range of services from design and build to deployment, and migration support and management.

Scale of Operations

- 420,000 mailboxes
- 11,000 Blackberry users
- 125,000 devices on MobileIron MDM platform
- 500+ servers
- 120,000 devices using Exchange Active Sync

Technology

- Windows based OS with exchange server ecosystem
- HP Storage
- Outlook Anywhere
- Mobile Iron MDM platform
- Exchange Active Sync
- Veritas NetBackup
- Sophos

Transformation

ENABLING A ROBUST MESSAGING ENVIRONMENT

Effective Email Management

Microland helped the client consolidate the silo-based support to email systems into centralized support, and ensured standardized outcomes that greatly improved service uptime and reduced time spent on email management. We have consolidated and standardized infrastructure across the globe for chosen services lines, and ensured complete transparency through the CIO dashboard.

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Through the course of this engagement, Microland:

- Established rigorous processes based on a combination of Six Sigma and ITIL principles
- Simplified existing processes through automation and orchestration, reducing manpower cost and increasing productivity
- Achieved an effective and seamless end-to-end integration of all tools
- Delivered consistent cost savings over the years through increased efficiencies and service improvements
- Established a rigorous governance framework through a continuous improvement approach in order to maximize service availability

Seamless Migration

Microland has completed migrations of all email boxes to four new versions of Exchange in a span of ten years. Our achievements during these migrations include:

- By leveraging our migration factory approach, we completed the migration remotely within a quick 24-28 hour timeframe, irrespective of the number of users
- Consolidated a highly dispersed email infrastructure from the existing 26 data centers to the current six

Outcomes

REDUCED COST AND IMPROVED PREDICTABILITY

Our solution helped the client achieve improved predictability and agility, reduced costs and improved service availability as shown below:

Effective Email Management – Key Achievements

- Achieved **cost saving of approximately $10 million by** leveraging automation to optimize manpower and improving productivity of onshore resources

- Incident reduction by 80% (p1 – 95%,) led to improved service availability of 99.999%
- Reduced MTTR by 80% by achieving >80% resolution through knowledge bank

- Enabled four seamless migrations with zero downtime and data loss
- Ensured complete transparency and visibility into operations through improved reporting mechanisms

Seamless Migration – Key Achievements

We handled over 400,000 mailboxes successfully with every migration. Consistent delivery of outcome based metrics, high availability, and zero-defect migration has ensured high levels of customer satisfaction and high productivity

- **Completed four migration cycles over the course of our engagement seamlessly:**
  - Zero defects with 100% compliance
  - Less than 1% data loss
  - No business disruption

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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