

A Fortune 20 conglomerate boosts agility and operational efficiency of its server infrastructure

Improves process efficiency, reduces cycle time for builds by up to 68%; increases On-time Delivery for physical builds by 63%

About the Client

The client is a Fortune 20 American multinational conglomerate offering services and products across various 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

IMPROVING EFFICIENCY AND PACE OF SERVER DE-INSTALLATION

The client had embarked on a global initiative to consolidate its several thousand servers spread across multiple datacenters in different parts of the world. However, the existing server build process had several challenges such as sequential physical build workflows that were negatively impacting cycle times and the pace of de-installation. In addition, the client was receiving slow responses from service chain partners, and did not have metric-based SLAs with partners. This made it impossible to meet commitments made to business.

Microland

PROVIDING MATURE INFRASTRUCTURE MANAGEMENT SERVICES

The client selected us as their service partner due to our proven capabilities in infrastructure management, robust

Scale of Operations

- 3,500 servers to be built in 12 months
- 2,500 to be de-installed in 12 months

internal processes and tools, and flexible approach. Our 15-year long partnership with the client had amply demonstrated our understanding of the customer and our service, innovation, and goal-oriented approach.

Transformation

ESTABLISHING EFFICIENT PROCESS AND REDUCING CYCLE TIMES

We deployed our outcome-based service methodology for build services to enhance the operation model, enable efficient processes, boost agility, and reduce cycle times. Through parallel physical and virtual build workflows, we revamped the entire setup and ensured seamless coordination with multiple service providers to mitigate issues and maintain end-to-end SLAs.

Scope of Services

- Build physical and virtual servers across remote locations and data centers
- Rooftop integration including acquisition/divestitures transition
- Enabling physical to virtual migrations and V2V cloning
- Decommissioning of P&V servers
- Tech refresh and data migration for remote sites

Microland's Approach

- Collaborated with client to identify issues on the ground and mapped out the sequential and independent tasks resources
- Our team designed an innovative solution to run independent tasks in parallel while facilitating early availability of compute resources

Value added Services

- Metrics-based SLAs by designing and creating process maps
- Comprehensive in-house dashboard to measure, track, and monitor all processes by leveraging best practices, methodologies, and tools
- Knowledge base of historical data to enhance agility and minimize cycle times through faster resolution
- Enable new servers in minimum time, ensuring seamless migration with minimal loss and disruption
- Cost reduction by identifying and decommissioning 700 unused servers a month
- Redeployment of underutilized servers; boosting utilization and reducing cost of infrastructure

Outcomes

FUTURE-PROOFING INFRASTRUCTURE

The engagement resulted in the following benefits for the client:



Enhanced Predictability

- Increased on-time delivery from 33% to 88% for physical builds and 72% to 94% for virtual builds



Improved Agility

- Reduced cycle time to 43 days from 62 days for physical builds (1,000 physical server builds in datacenters)
- Reduced cycle time to 7 business days from 16 days for virtual builds (2,000 virtual builds)
- 95% first-time resolution of issues related to operating system install builds

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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