

Case Study – MindTree’s 24x7 production support for a SaaS provider delivering business impact

The Customer

The client is a leading global SaaS provider of interactive distribution solutions and marketing services to independent and chain hotels worldwide. The client serves over 14,000 hotels worldwide across 140 countries.

The Business Challenge

- Enterprise architecture was not scalable
- Sub-optimal performance of server and database infrastructure
- Operational processes were not streamlined
- Disaster recovery site is not operational

MindTree Solution

- Collaborative approach to transition planning
- Stabilised the infrastructure and application production operations with over 900 servers, 128 network gears in 2 data centres
- ITIL-based support delivery and well-defined process templates
- Provided L2 support for more than 20 applications in real-time
- Team operated 24x7, and was responsible for monitoring, maintaining, and managing production environments
- Security enhancement and monitoring of production set up at various levels
- Detailed support metrics is published weekly

Business Impact

- Six months into steady state after taking-over there was about 20 per cent reduction in the number of back-log service requests
- Fourth year of successful operations
- Developed, managed and migrated from Business 1.0 to Business 2.0
- Highly available and redundant data centre and network solution for efficiencies of scale
- A well-defined review mechanism with client enabled predictable service delivery and proactive analysis

