

Digital Transformation with
Next-gen Solutions drives
**Enhanced Collaboration
and Cost Reduction**



Overview

The customer is a U.S. based company dedicated to designing, marketing and manufacturing of products in four segments: Life Sciences, Diagnostics, Environmental and Applied Solutions. This is a Fortune 150 company with a global family of over 20 operating companies and approximately 70,000 employees spread across 50 countries.

Foundation

- Digital Workplace Services
- Hybrid Cloud Services

Challenges and Goals

- The customer was looking to adopt an agile solution to enable comprehensive technology transformation. This would require extensive resources across different skillsets, some of these critical to the administration, and services tasks related to on-premises and cloud services.
- The business wanted to enhance communication and collaboration among all of their respective companies and also needed support services for monitoring the overall IT infrastructure.

Solution

Zensar worked closely with the customer's Client Architect team, a part of the Global Shared Systems and Services (GS3) team. Together they identified strategic and tactical opportunities, conducted feasibility studies, designed and implemented solutions, and also provided support services shared across all companies that were part of the organization.

Zensar delivered key services/solutions including:

- Migrated over 100,000 mailboxes from on-premises Exchange 2010 to O365 Exchange Online
- Provided 24x7 L1 to L3 support for the GS3 hybrid IT infrastructure and services
- Onboarded newly acquired companies to make them ready to use GS3 services
- Management of Office 365 services including Azure AD, Exchange Online, Skype, SharePoint Online and Yammer
- Messaging hygiene solution and mitigation of SPAM, spoofing and virus events
- Planned and implemented the migration/upgrade of on-premise servers to AWS IaaS Cloud and VMWare environment
- Collaborated with the local site administrator to mitigate server-side incidents
- 24x7 monitoring of overall IT infrastructure and services

Impact

- **Enhanced collaboration** among all group companies across the globe using tools such as common messaging platforms and single address book
- **Substantial cost reductions** due to the deployment of a centralized team for managing global mail, portal services, etc. for all businesses at the client location
- Effective management and **troubleshooting of over 1,200 incidents/requests per month**

Key Highlights

Mailbox migration, hybrid IT infrastructure, Office 365 services, collaboration platforms, messaging hygiene solution

To find out more about how Zensar's Digital Foundation Services can help support your business's digital initiatives, please contact us at info@zensar.com



zensar
An  **RPG** Company

At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: info@zensar.com | www.zensar.com