Enabled digital transformation with next-gen solutions for MedTech manufacturer to drive enhanced collaboration and cost reduction

Case Study

Overview

The customer is a U.S. based company dedicated to designing, marketing and manufacturing 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.

Organization Size: **10000+**
Country: **USA**
Revenue: **$19 Billion**
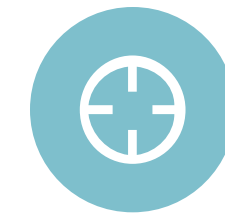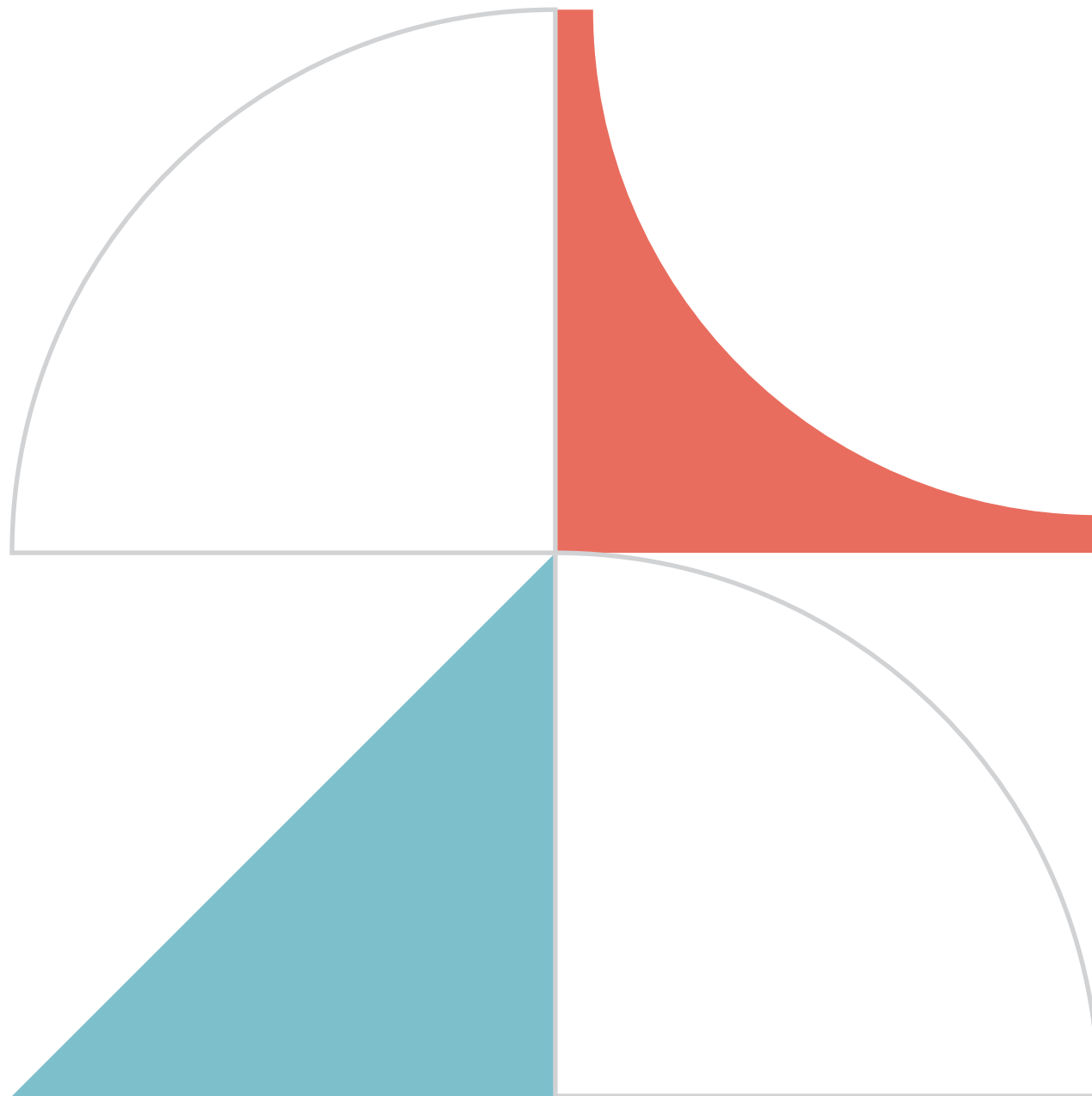
Challenges and Goals

The customer wanted to adopt an agile solution to enable comprehensive technology transformation. This would require extensive resources across different skillsets, some of these were critical for administration, and services tasks related to on-premises and cloud services.

The business need was to enhance communication and collaboration as well as support services to monitor the overall IT infrastructure among all their respective companies.

Solutions

We 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 provided support services shared across all companies that were part of the organization.

We delivered key services/solutions including:

- Migrating over 100,000 mailboxes from on-premises Exchange 2010 to O365 Exchange Online
- Providing 24x7 L1 to L3 support for the GS3 hybrid IT infrastructure and services
- Onboarding newly acquired companies to make them ready to use GS3 services
- Managing Office 365 services including Azure AD, Exchange Online, Skype, SharePoint Online and Yammer
- Messaging hygiene solution and mitigation of SPAM, spoofing and virus events
- Planning and implementing the migration/upgrade of on-premise servers to AWS IaaS Cloud and VMWare environment
- Collaborating with the local site administrator to mitigate server-side incidents
- 24/7 monitoring of overall IT infrastructure and services

Business 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

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