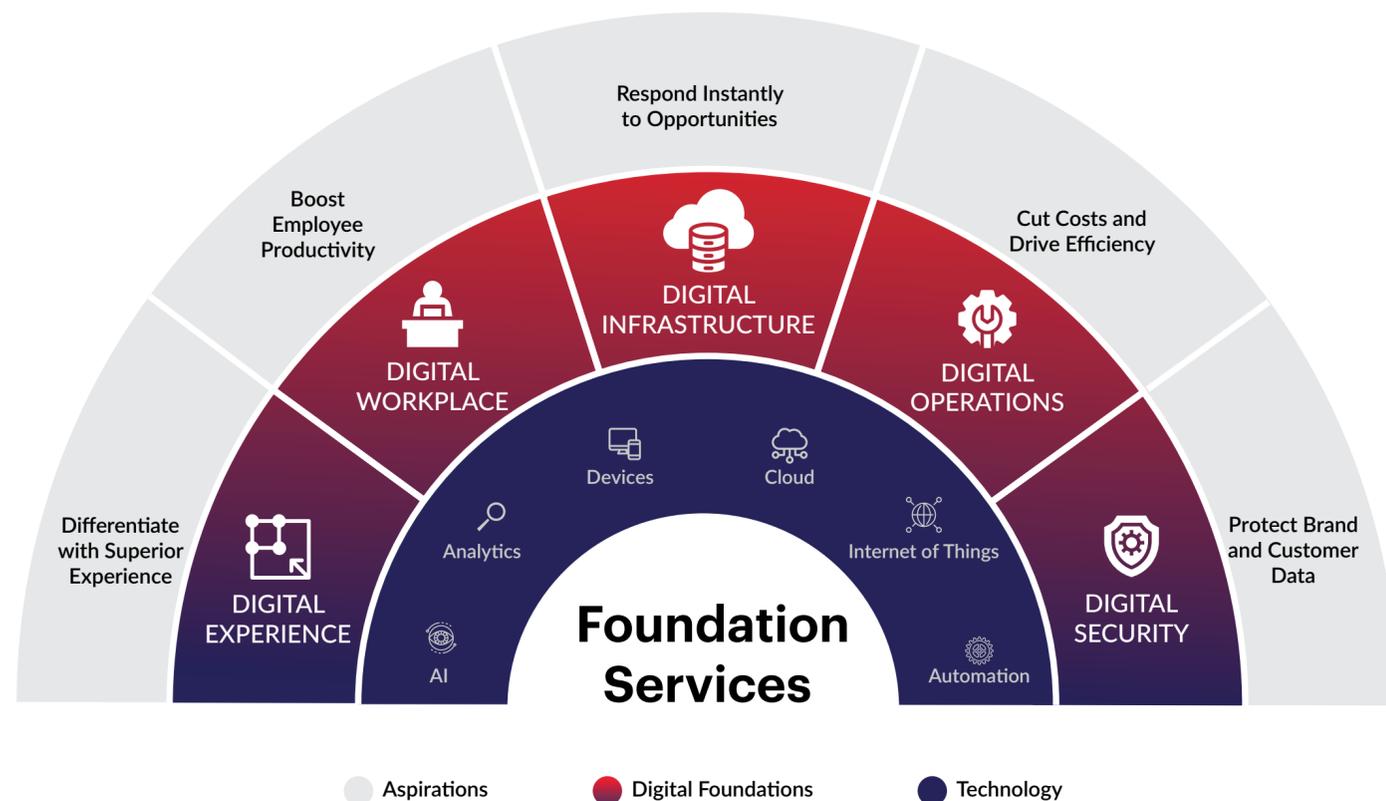


# Foundation Services

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Case Study Ebook

**Foundation Services (FS) is the reference architecture for digital business success.**



**Pillars of Foundation Services:**

**Digital Experience Management:** Get full visibility into every customer’s journey across all digital touchpoints such as mobile or web and monitor the full stack to ensure every click, swipe, or tap is flawless.

**Digital Workplace Services:** Persona-based Connected and Intelligent Workplace solutions infused with AI, self-heal and BYOD to power-up productivity and collaboration within the enterprise.

**Digital Infrastructure:** Respond with speed, agility and scale with proven cloud advisory and migration services across core, edge, network and Security for building resilient and scalable software-defined infrastructure.

**Digital Operations:** Driving IT operations with Human Intelligence and Machine Intellect to manage digital assets by infusing cognitive automation into operations.

**Digital Enterprise Security:** Best in class threat hunting and advanced remediation solutions to ensure brand and customer trust is protected. Build cyber resilience from the inside out with proven solutions and framework from Zensar.

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Transforming IT Operations

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Foundations Leveraged

- Digital Enterprise Security
- Digital Operations
- Digital Experience Management
- Digital Infrastructure

## Creating a truly digital airline

**Revenue: \$8 billion+** | **Organization size: 10000+ employees** | **Country: USA**

The customer is among the largest airlines in America, with a domestic route network covering over 100 destinations, and employing more than 10,000 people.

The business continues to focus heavily on creating a seamless experience for its customers, and thus consistently tops many rankings for quality of service, customer satisfaction, loyalty programs and more.





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## Creating a truly digital airline

The customer wanted to be at the forefront of technology investment to create a differentiated and superior travel experience, scale and optimize its operations, and roll-out new services faster.

It was also clear that modern digital technology and the ability to bring innovation faster to market, would be critical to put their business plans into action. The client wanted to build an agile, technology-enabled business on a platform that would allow them to rapidly launch new products and service offerings. In summary the goal was to re-engineer their business with Cloud at the core.

The airline struggled with a lack of accountability and ownership of IT issues. Absence of standardized service level agreements (SLAs) led to scattered prioritization of tasks and undefined, non-measurable standards. The lack of top-down, organization-defined thresholds and monitoring processes led to unclear benchmarking and slacked performance measurement. It was challenging to ensure compliance and efficiency due to a lack of documentation and knowledge repository. The identity and access management (IAM) system which is key to ensuring secure and efficient operations, was not able to provision frictionless access. The absence of a configuration management database (CMDB) in the current environment increased the probability of delivering error-prone and time-consuming services. Continuous support, even in off business hours, was a major concern and challenge for the airline.



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## Creating a truly digital airline

Zensar's Foundation Services played a critical role in empowering customers to work on new value-added services like new technology stack project implementation. As a trusted partner of choice, Zensar delivered the following services:

- A 24x7 monitoring solution is implemented with a single pane of glass. This provided customer high-level visibility on infrastructure availability and health
- Zensar stabilized the customer infrastructure by executing below key projects
  - Migration of legacy infrastructure from Windows 2003 to Windows 2016
  - Legacy FTP interfaces migration from old to a new platform called Axway
  - Migration of 300+ OAM groups to active roles
  - Completed OAM to Ping migration for different application
- Proposed and implemented POC to create and resolve incidents automatically using Zensar's AIOps platform The Vinci™
- Extensive SOP's created to help build a strong knowledge base for resolving recurring issues
- Managed complete customer operations through both offshore and onshore model with structured governance



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## Creating a truly digital airline

### Impact

- 100% automated event management and monitoring
- 40% improvement in uptime of web tier application
- 25% reduction in net cost
- 60% enhancement in infrastructure stability and reliability through successful migration of legacy infrastructure from Windows 2003 to Windows 2016 server
- 20% approximate reduction in application downtime. Improvement in monitoring insights for all critical components of business-critical applications
- Improvement in event management and monitoring insights. Effective contributions to building a robust infrastructure environment

### Key Highlights

AIOps, zero touch monitoring, automation tools, identity and access management, best practices, self-healing



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## Transforming IT operations for a global aerospace manufacturer through Zensar's AIOps platform

**Revenue: \$75 billion+** | **Organization size: 10000+ employees** | **Country: France**

The customer is a global manufacturer and distributor of aircrafts and airplanes for the aviation and aerospace marketplace. It serves major carriers, low-cost operators, cargo airlines, and leasing companies in North and Latin America. With a presence in over 180 locations, the organization has a globally distributed workforce represented by more than 140 nationalities.

An accelerated growth in business and in the number of customers was putting pressure on the client's exceedingly complex IT environment.





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## Transforming IT operations for a global aerospace manufacturer through Zensar's AIOps platform

The customer was seeking to transform their operations through a fully managed, data-driven digital infrastructure and to deliver increasingly personalized services to achieve lean and efficient 24x7 operations.

Ongoing network operations activities were becoming tedious and inefficient, leading to increased cost, effort and time overheads. The absence of an automated process for the on-premise environment was leading to manual and time-consuming interventions and many human errors. Lack of process automation was also giving rise to event flood, delayed root cause analysis (RCA) and more issues with higher mean time to resolve (MTTR), which were major hindrances to the productivity of the company.

Over time the organization's IT environment had amassed a variety of third party tools that added to the complexity. The business aimed at decreasing the cost of managing incidents and condensing the number of false alarms.





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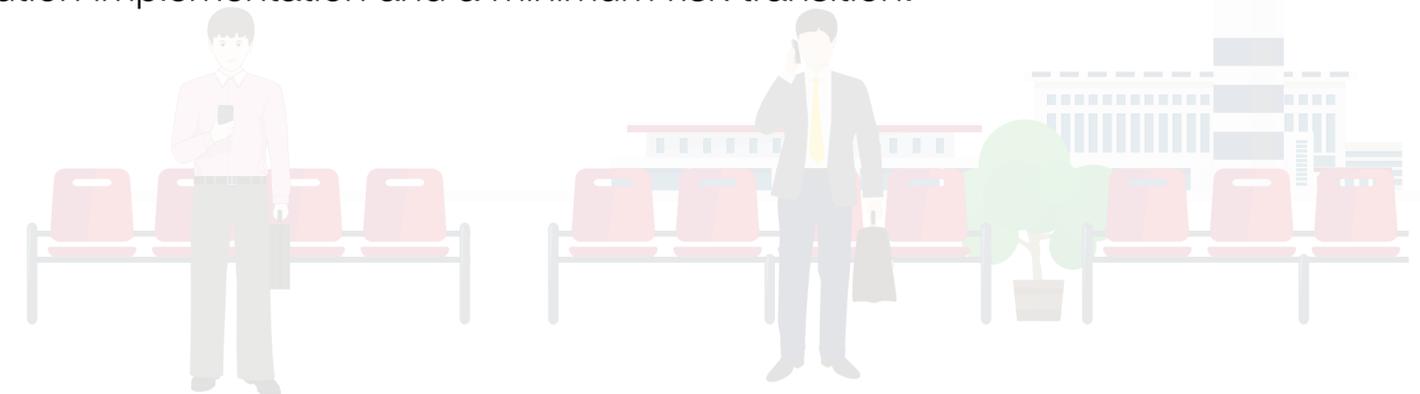
Digital Experience Management

## Transforming IT operations for a global aerospace manufacturer through Zensar's AIOps platform

Zensar's Foundation Services played an integral role in helping the customer formulate and execute a digital operations strategy for their entire network operations.

The key digital operations solution implemented comprised of an end-to-end integrated network solution from monitoring to ITSM to automation. Real-time and historical data was monitored for anomaly detection and the large pool of events generated from the monitoring devices was correlated and suppressed to automate incident creation. In addition, automatic identification and remediation of the root causes of those incidents was executed. The operations were all made visible through persona-based single pane of view dashboards, a feature of Zensar's integrated managed service AIOps platform, The Vinci™. The sense and act monitoring capabilities of The Vinci™ enabled increased operational and process efficiencies. User experience and productivity remained at the core of the overall solution and all other components aligned to focus on these areas.

Zensar leveraged its 360-degree partner ecosystem of leading global products and platform OEMs to ensure the best of breed solution implementation and a minimum risk transition.





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## Transforming IT operations for a global aerospace manufacturer through Zensar's AIOps platform

### Impact

- 92% reduction in MTTR since onboarding and decreased costs associated with performance problems
- 42% improvement in employee productivity by predicting issues before they could affect performance
- 30% reduction in operational costs leading to new areas of technology investment opportunities
- 70% reduction in operational noise which enabled the IT team to focus on the critical issues that mattered most to the company
- 40% of end-to-end automated resolutions enabled significant savings of time and money by proactive issue identification and decreased resolution time to minutes

Zensar's business KPI oriented managed services helped raise the quality of service, along with improving application and device performance.

### Key Highlights

AIOps, network monitoring, single pane of glass, user experience and productivity



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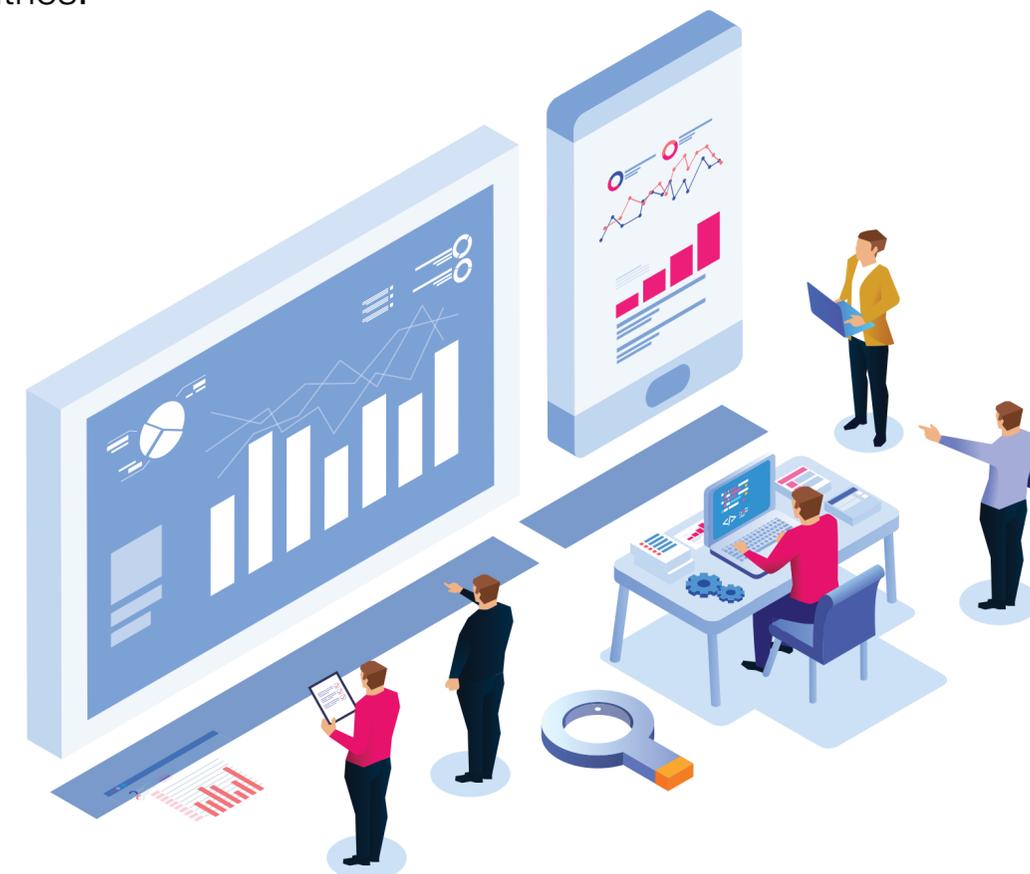
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## Leapfrogging into a trajectory of market leading growth with hyperconverged infrastructure

**Revenue: \$12 billion+** | **Organization size: 10000+ employees** | **Country: USA**

The customer is a global Fortune 500 provider of risk management products and services headquartered in the U.S. They provide specialty and niche market insurance products across diverse insurance sectors and operate in over 20 countries.



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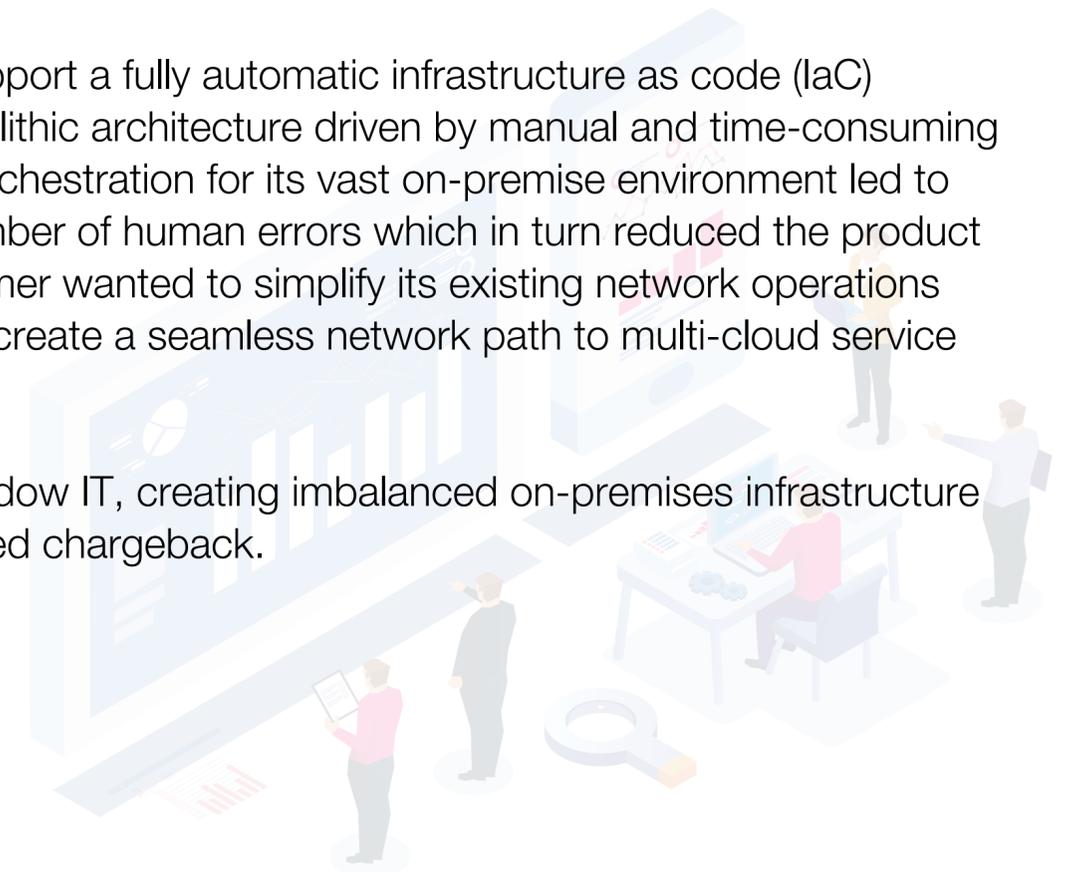
**Digital Enterprise Security**

## Leapfrogging into a trajectory of market leading growth with hyperconverged infrastructure

The convoluted state of its technology was the biggest challenge that the customer faced. The organization had a disparate technology landscape with its primary data center in the United States. A complex application landscape with fragmented on-premises, hybrid and public cloud footprints were impeding business agility and delaying the time to market of critical products and services. Additionally there was a cost burden of managing sizeable on-premise infrastructure.

The lack of the right technology needed to support a fully automatic infrastructure as code (IaC) private cloud offering had given rise to a monolithic architecture driven by manual and time-consuming processes. The absence of automation and orchestration for its vast on-premise environment led to excessive manual intervention and a large number of human errors which in turn reduced the product release velocity for business users. The customer wanted to simplify its existing network operations to support agile application development and create a seamless network path to multi-cloud service delivery.

The environment led to the proliferation of shadow IT, creating imbalanced on-premises infrastructure consumption, resource utilization, and impacted chargeback.





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## Leapfrogging into a trajectory of market leading growth with hyperconverged infrastructure

Zensar performed a comprehensive technology analysis and through its Foundation Services implemented a fully orchestrated infrastructure as code (IaC) model for the customer's on-premises environment using ZenCloud reference architecture and Nutanix hyperconverged technology. The self-service based consumption model simulated the public cloud experience, organized the infrastructure, and enabled the agility required to drive the business.





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## Leapfrogging into a trajectory of market leading growth with hyperconverged infrastructure

### Impact

- Higher levels of availability and reliability through advanced monitoring with auto-discovery and inclusion of new instances into the database, including auto-detection of issues and subsequent remediation through self-healing solutions
- Data-driven capacity planning coupled with IaC based auto-scaling of the environment to deliver a hyperscale experience for on-premises infrastructure
- Total cost of operations (TCO) analysis: Cost comparison between on-premise and Azure for each workload required
- Higher-speed ethernet, loss-less, line-rate programmable network for faster network service (for both on-premises and cloud)
- Migration to infrastructure as code enabled a significant reduction in TCO, which gave rise to 70% savings in cost near the zero-touch operation of a multi-cloud solution using Zensar's AIOps platform, The Vinci™

### Key Highlights

Infrastructure as code (IaC), hyperconverged infrastructure, public cloud experience, network & security

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## Enhancing workplace productivity for a global financial service firm through digital experience management

**Revenue: \$2 billion+** | **Organization size: 1000 to 4999 employees** | **Country: UK**

The customer is a global financial advisory firm, which uses investment as a tool to build market economies. With a presence in over 30 countries, the company has a workforce that is spread across continents. To manage the workforce and to maintain a competitive advantage, the company needed modern digital technology.





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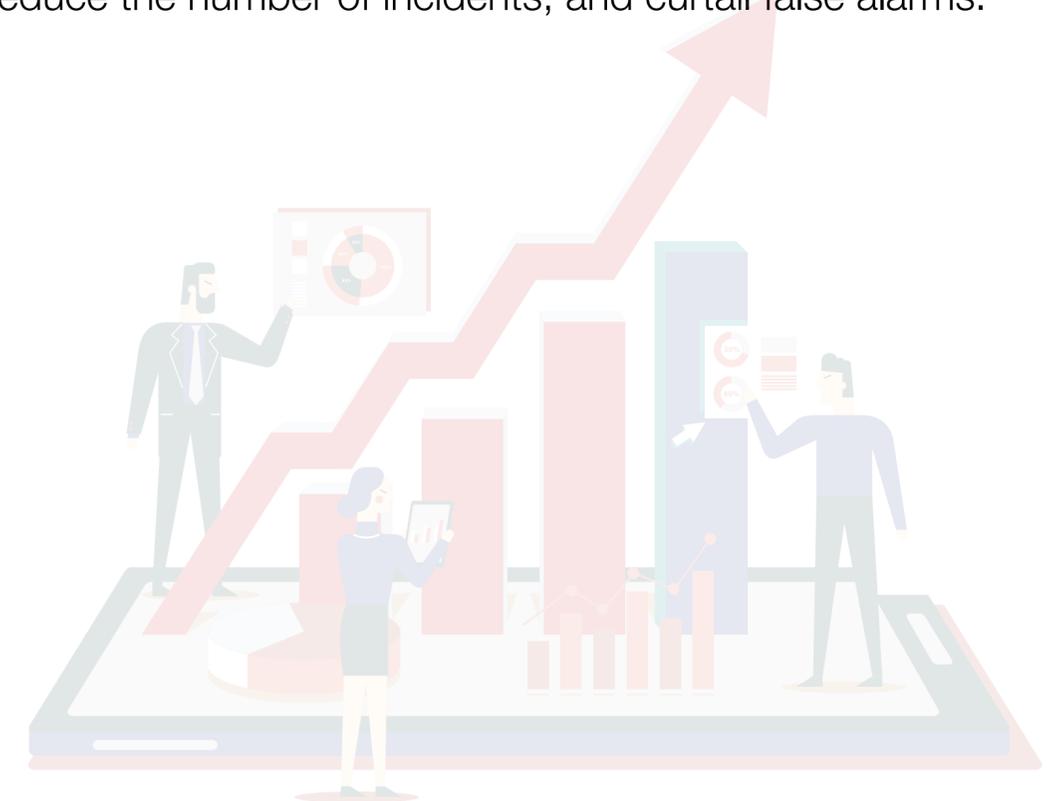
**Foundations Leveraged**

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## Enhancing workplace productivity for a global financial service firm through digital experience management

The customer sought to enhance productivity, reduce operating expense and increase operational efficiency through digital-ready infrastructure. At the same time, it required core competencies to perform operations across countries.

The existing performance of devices and applications was a significant hindrance to employee productivity. The absence of self-help and self-heal solutions was at the core of this problem. They wanted to stop the cost of managing incidents, reduce the number of incidents, and curtail false alarms.



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## Enhancing workplace productivity for a global financial service firm through digital experience management

Zensar’s Foundation Services helped the customer formulate and execute a sound technology strategy. A persona aligned right-fit workplace strategy was designed based on the existing digital behavioral patterns of users in terms of application usage, hardware utilization and services. The customer was equipped with a modern workplace spanning across business functions comprised of multiple tracks.

Zensar adopted a transformative solution approach with user experience at the core to add value to the vision 2020 program for the customer. A 360-degree partner ecosystem of leading global products and platform ensured the best of breed solution implementation at minimum risk.



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## Enhancing workplace productivity for a global financial service firm through digital experience management

### Impact

- Implementation of SIAM enabled transparent service levels across multiple vendors and suppliers, which led to a stable, consistent and robust delivery of IT services
- Improved return on investment (ROI) by identifying unused or over-licensed software and aligning license expenditures to actual usage
- Enhanced application performance, improved the quality of service with business KPI oriented managed services, resulting in much higher satisfaction
- Implementation of self-heal and self-help solutions enabled significant savings by proactive issue identification and decreasing resolution time to minutes
- Reduced downtime for business-critical applications
- Ensured a minimum risk transition for Windows 10 migration and enterprise mobility solutions

### Key Highlights

SIAM implementation, self-heal and self-help solutions, proactive issue identification



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## Enabling technology led business growth with Zensar's Foundation Services

**Revenue: \$2.5 billion+** | **Organization size: 10000+ employees** | **Country: SA**

The customer is a multi-national shared value insurance company headquartered in South Africa. The customer serves insurance companies and individuals across the globe through its health, life insurance and investment products. It offers a leading global behavioral change platform that rewards people for adopting healthier lifestyle. The platform enables market and product teams to build their functionalities in an accelerated way.





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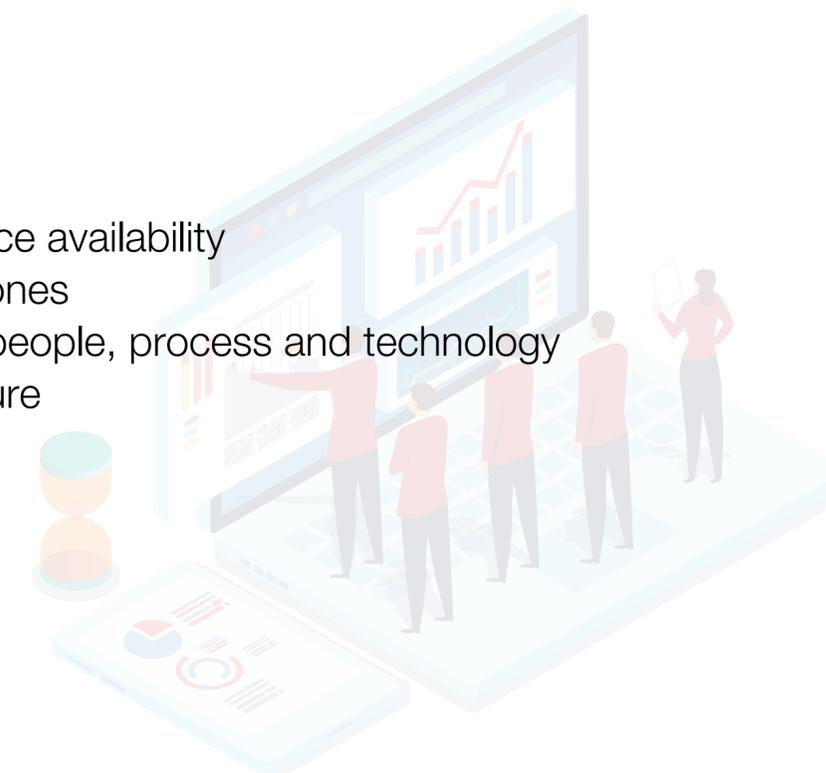
## Enabling technology led business growth with Zensar's Foundation Services

The customer aimed to achieve accelerated growth by:

1. Expanding business and launching its behavioral change platform across new geographies
2. Improving operational efficiency and enabling overall digital transformation of the business
3. Creating tools to facilitate rapid developments in the behavior change platform and adopt a rational collaborative approach to enhance and improve the platform

The customer struggled with implementing a technology-enabled business transformation strategy for agile operations. Some of the key challenges were:

- Absence of best practices for ITSM processes
- Lack of end-to-end service monitoring capabilities
- No service scalability measures and no continuous service availability
- No continuous business support across different time zones
- Absence of a continuous improvement strategy across people, process and technology
- Improper knowledge management and handover structure
- Total Quality Management (TQM)
- Automation, orchestration and self-healing





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## Enabling technology led business growth with Zensar's Foundation Services

Zensar was onboarded as a key consulting and implementation partner for Digital Operations (Event Management, Knowledge Management and Incident Management).

The focus was to optimize the customer's operations (ITSM delivery) and to meet the ongoing requirement of service scalability, service availability and rollout the reward program of its behavioral change platform across different geographies there by improving customer experience. This led to the successful launch of the rewards program in the United States, United Kingdom, Asia, Australia, Canada, South America, and Africa.

Other solutions designed within the Foundation Services framework include:

- Establishing a global 24x7 incident management desk utilizing one integrated ITSM platform and standardized processes to enhance customer experience
- Better integration with key functions (Event Management, Incident Management and Knowledge Management) to improve first call resolution (FCR) and mean time to resolve (MTTR)
- Proactive problem management to reduce defects and downtime
- Implementing Power BI, Kibana, alert notification to ITSM platform
- Configuration, optimization and integration of Dynatrace to ITSM platform for improved monitoring, notification and ticket automation
- Restructuring teams to improve maturity, knowledge and easy scaling of business to meet the everchanging demands





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## Enabling technology led business growth with Zensar's Foundation Services

### Impact

Zensar became a major IT orchestration partner for the customer, providing services such as support, maintenance, monitoring, development and infrastructure consulting.

- Improved SLA from 91% to 99.8%, reduced MTTR to 45 minutes, improved incident quality and stakeholder communication
- Consistent improvement in client experience recognized, internal training, rotation of resources and comparable process metrics KPA/KPI
- Optimized onboarding process thus improving process and resource reliability
- Live updates of major incidents in the global market enabled via ServiceNow
- Improved service availability from ~95% to 99.8%

### Key Highlights

Automation, Dynatrace integration, integrated ITSM platform, best practices



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## Leveraging cloud to scale business with Zensar's Foundation Services

**Revenue: \$1.4 billion+** | **Organization size: 1000 to 4999 employees** | **Country: USA**

The customer is a membership driven insurance company in the U.S. It offers insurance products for life, health, business, automobile, home and farming. Its parent organization is a highly respected champion of agriculture and represents the interests of its agricultural members.





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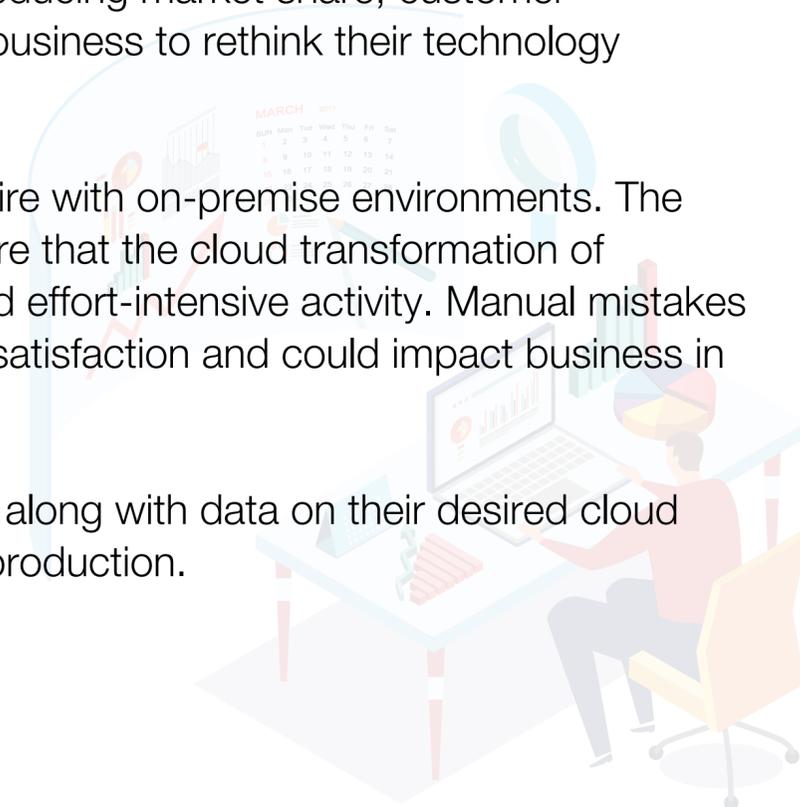
## Leveraging cloud to scale business with Zensar's Foundation Services

There is a story of scaling business through the power of the cloud. They wanted to move their technology enabled business on a cloud platform that would allow them to scale business and launch services offerings rapidly, and be agile to respond quickly to changing market conditions while being resilient and scalable. In other words, they sought to re-engineer their business with digital infrastructure at the core.

The customer was facing incredible headwinds in terms of reducing market share, customer dissatisfaction and lack of competitiveness. This forced the business to rethink their technology investment strategy – with cloud being a core lever.

The customer's application landscape comprised of Guidewire with on-premise environments. The customer was planning to migrate to the cloud but was aware that the cloud transformation of Guidewire instances would be complex, and a time, cost and effort-intensive activity. Manual mistakes and delays could turn out to be costly in terms of customer satisfaction and could impact business in many other ways.

Therefore, the customer wanted to test Guidewire instances along with data on their desired cloud platform before pushing Guidewire and its configuration on production.





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## Leveraging cloud to scale business with Zensar's Foundation Services

Zensar was a key cloud consulting and implementation partner for the customer in their cloud transformation journey. Zensar took full responsibility for managing all Guidewire applications and AWS infrastructure while ensuring optimum performance.

Zensar enabled a comprehensive monitoring solution encompassing all applications, so Guidewire developers and customers could get end-to-end visibility in real-time. Zensar also provided the functionality to mimic many lower environments to test scenarios based on business requirements on a pay-as-you-go basis.

As the customer needed to keep the releases for their QA and DEV environment, the solution was given for cloud-based services to the QA and DEV environment. It scaled according to load, provided cost predictability and simulated risks.





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## Leveraging cloud to scale business with Zensar's Foundation Services

### Impact

- Configured and integrated Jenkins for automating the jobs
- Minimized application downtime by creating scripts for proactive infrastructure monitoring
- Automated admin data loading and developed SOP for application related issues

### Key Highlights

Automation, cloud transformation, Guidewire configuration, monitoring solutions



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## Ushering in a new era of digital operations with Zensar's Foundation Services

**Revenue: \$40 million+** | **Organization size: 201 to 500 employees** | **Country: SA**

The customer provides technology and administration services to investment managers and financial advisors across South Africa and Europe. It offers platform and technology for investment management, fund processing and administration.



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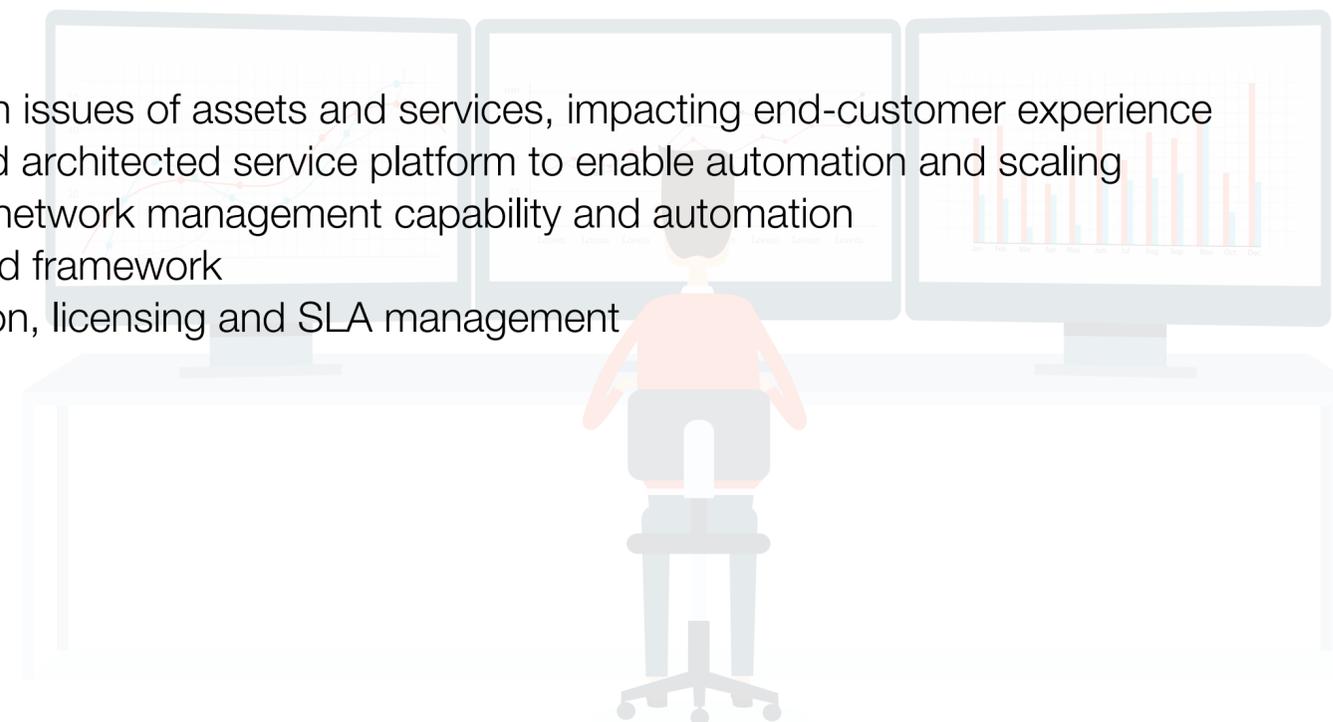
## Ushering in a new era of digital operations with Zensar's Foundation Services

The customer aimed to deliver world-class and cost-effective solutions to its clients.

In order to stay relevant and competitive in a dynamic market, the customer wanted to automate the information capturing process, which was costing them ~\$1.5 million per year due to human errors along with ~\$3.5 million per year in penalty risks.

The customer faced some key challenges while trying to optimize operations and implement automation:

- Monitoring and notification issues of assets and services, impacting end-customer experience
- Absence of an end-to-end architected service platform to enable automation and scaling
- Lack of virtualization and network management capability and automation
- Need for a well-architected framework
- SIAM, vendor consolidation, licensing and SLA management



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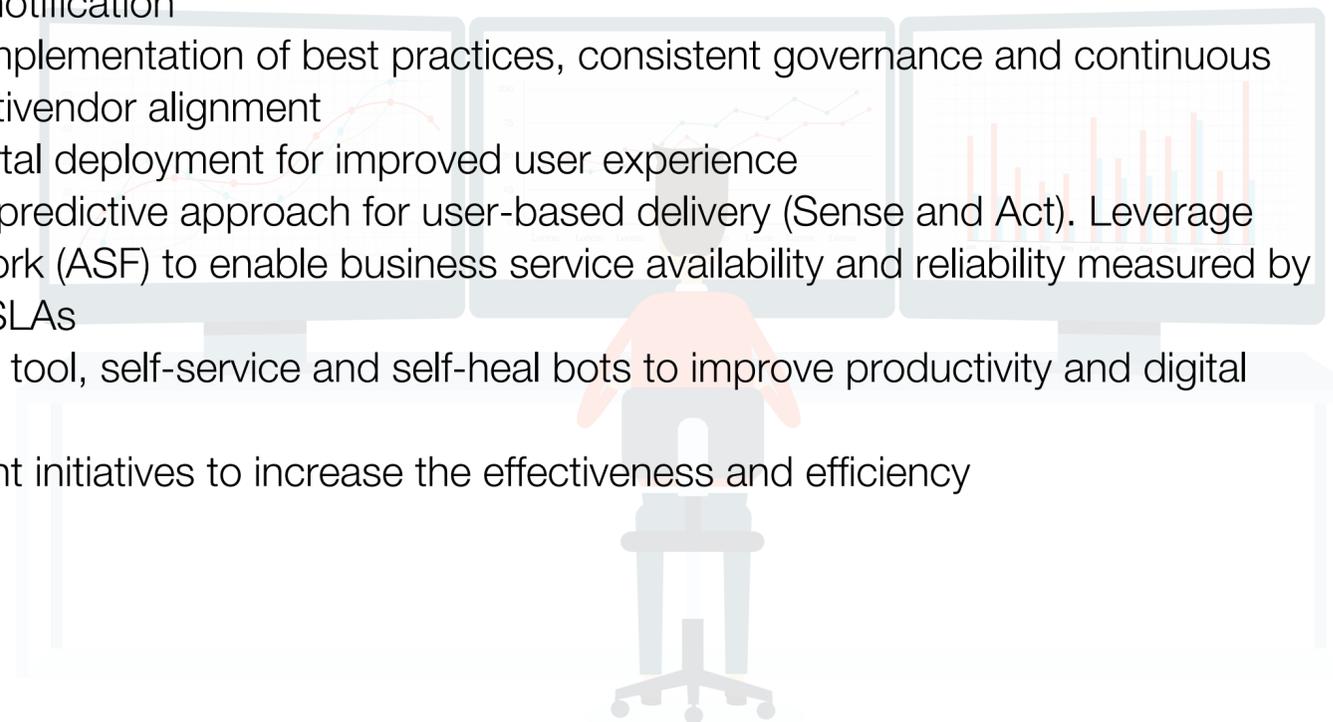
**Digital Experience Management**

## Ushering in a new era of digital operations with Zensar's Foundation Services

Zensar took over infrastructure managed services from a previous incumbent and offered Foundation Services (FS) with a focus to optimize digital operations, enable digital transformation and improve SLAs impacting business outcomes.

The transformation initiatives implemented included:

- Single pane of glass, 24x7 monitoring solution for end-to-end IT services monitoring for improved service identification and notification
- ITSM process audit and implementation of best practices, consistent governance and continuous improvement of ITSM multivendor alignment
- Self-heal and self-help portal deployment for improved user experience
- Preventive, proactive and predictive approach for user-based delivery (Sense and Act). Leverage Adaptive Service Framework (ASF) to enable business service availability and reliability measured by defined business service SLAs
- Implementation of Aternity tool, self-service and self-heal bots to improve productivity and digital experience
- Digital service improvement initiatives to increase the effectiveness and efficiency





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## Ushering in a new era of digital operations with Zensar's Foundation Services

### Impact

- Improved event management, monitoring insights and contributed effectively to capacity management
- Increased service reliability by reducing overall incidents by 20% and VDI incidents by 12% in a single quarter
- Direct cost savings to the customer through Infrastructure consolidation and cost reduction by reclaiming more than 60TB of storage, 2TB of RAM and 360GHz CPU
- Self-service and self-heal automation improved digital experience for the customer and their customers. Zensar received 97.47% positive feedback from the customer
- Leveraged the Foundation Services framework to transform business operations and services
- Continuous improvement cycle achieved in improving SLA above 99% in just two quarters

### Key Highlights

Single pane of glass view, adaptive service framework, automation, self-heal bots



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## Business transformation through comprehensive infrastructure management and support

**Revenue: \$1 billion+** | **Organization size: 1000 to 4999 employees** | **Country: USA**

The customer is an American private investment management company with multiple offices functioning globally. The firm offers comprehensive investment management capabilities for the global capital markets to thousands of institutions in over 50 countries.





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**Digital Workplace Services**

## Business transformation through comprehensive infrastructure management and support

Modernization of operations and upgrading communication and collaboration technology was at the core of achieving their objective of becoming a global and growth-oriented company.

High uptime due to inadequate infrastructure support posed a significant roadblock for collaboration and communication amongst the offices located in diverse locations. The customer was struggling to provide continuous support to their clients spread across the globe. Strengthening the infrastructure of the APAC region was imperative as they were unable to lend continuous support as per their working hours.

They also had the challenge of securing business growth and aligning operations across countries to rapidly changing market needs. The high operational cost was one of the main challenges that the customer aimed to overcome.





Hyperconverged Infrastructure

Workplace Productivity

Infrastructure Consulting

Scale with Cloud

Optimize Digital Operations

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## Business transformation through comprehensive infrastructure management and support

Zensar's Foundation Services planned and executed a transformation strategy with an aim to provide maximum support and efficient infrastructure management that included the following solutions:

### Collaboration:

- Integrated Cisco Spark with Cisco Collaboration infrastructure for IM, voice and video calls
- Provided support for CUCM, Telepresence, Jabber, WebEx, Unity
- Enhanced user experience by configuring new video conferencing services
- Built and executed SharePoint migration plan and delivered support

### Messaging:

- Installed Exchange servers and facilitated migration of Exchange environment to AWS
- Implemented automation scripts for reducing manual efforts after every CU update
- Replaced all third party certificates of Skype for business 2015 to internal certificates and provided significant savings in certificate costs

### Network and Security:

- Planned and installed SD-WAN model across four sites to automate traffic management
- Designed and implemented new BCP site to ensure minimum disruption to work performed by traders and investors
- Symantec infrastructure design, build and support, and firewall (Palo Alto) support



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## Business transformation through comprehensive infrastructure management and support

### Impact

- 90% first call resolution (FCR) of service desk achieved over a period of one year
- 30% operational cost reduction due to the offshoring of services
- 1,000+ man hours saved in the last five years of engagement due to the implementation of automation scripts and configuration of advanced network support
- Facilitated seamless collaboration amongst users which enhanced overall experience
- Improved network monitoring and troubleshooting through centralized real-time pervasive visibility and analytics into network and application performance across the infrastructure



### Key Highlights

Communication and collaboration tools, SD-WAN, automation, SharePoint migration



Modernization of Operations

Technology Transformation

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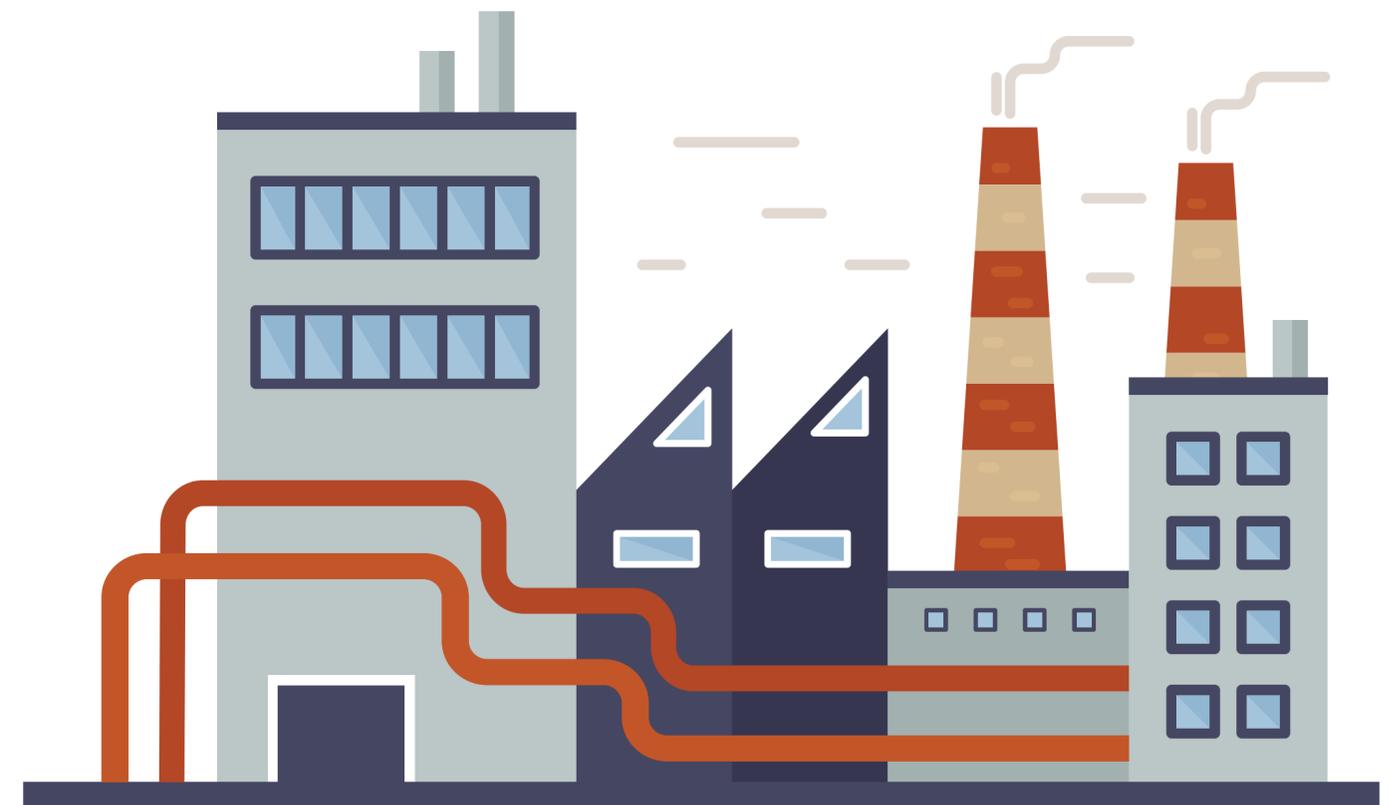
Foundations Leveraged

- Digital Operations
- Digital Experience Management
- Digital Workplace Services
- Digital Enterprise Security

## Zensar enables a leading energy company in the UK to embrace digital innovation

Revenue: \$ 5 billion+ | Organization size: 900 to 1000 employees | Country: UK

The customer is a UK based multinational fully integrated oil and gas company with a strong presence across the downstream value chain.





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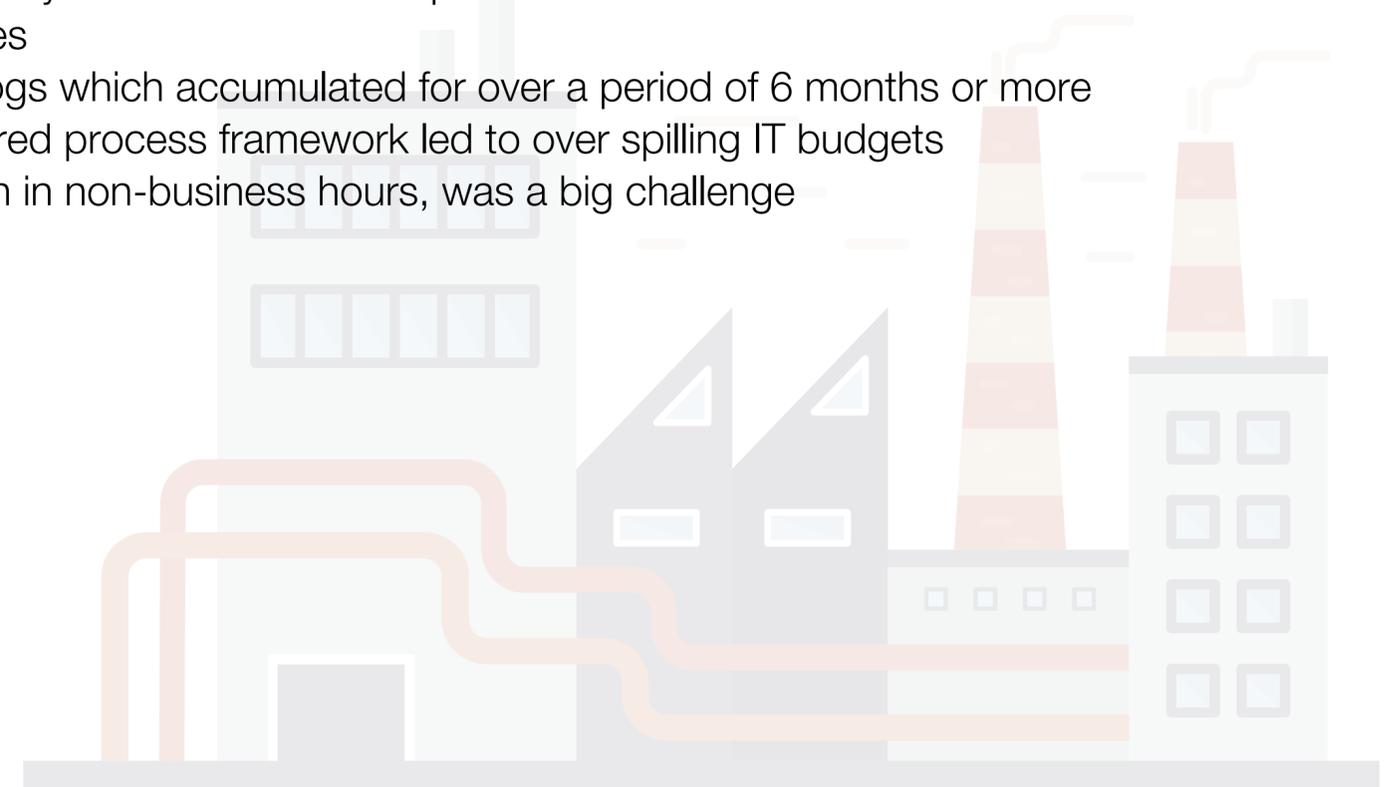
- Digital Operations**
- Digital Experience Management**
- Digital Workplace Services**
- Digital Enterprise Security**

## Zensar enables a leading energy company in the UK to embrace digital innovation

The customer wanted to climb the growth ladder consistently by leveraging available technological enhancements and find a technology partner to chalk out a roadmap for strategic development.

While striving to achieve their business goals, the customer faced some major challenges:

- Lack of tools to continuously monitor end user experience left the customer with several lost improvement opportunities
- They struggle with backlogs which accumulated for over a period of 6 months or more
- The absence of a structured process framework led to over spilling IT budgets
- Continuous support, even in non-business hours, was a big challenge





Modernization of Operations

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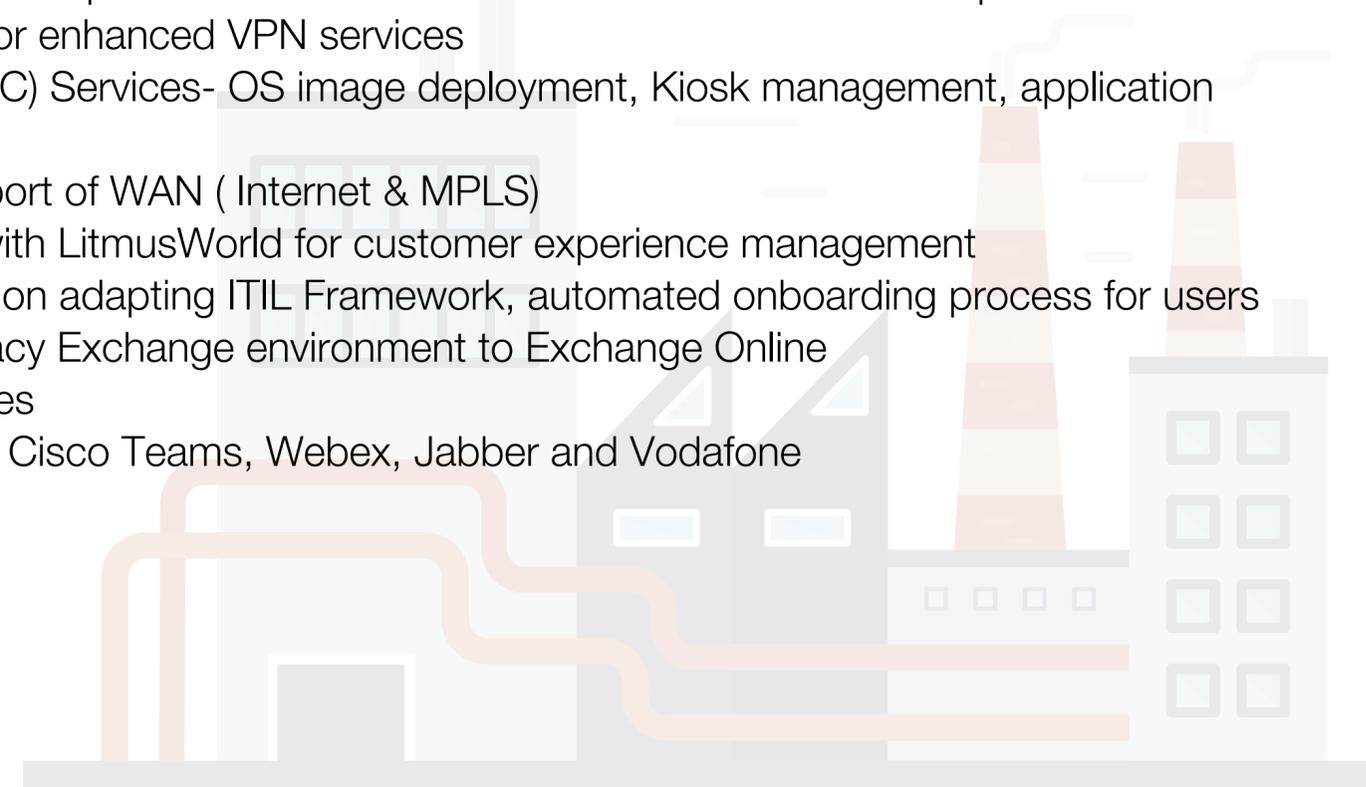
**Foundations Leveraged**

- Digital Operations**
- Digital Experience Management**
- Digital Workplace Services**
- Digital Enterprise Security**

## Zensar enables a leading energy company in the UK to embrace digital innovation

Zensar stepped in as a trusted IT partner and soon won the trust of the customer to collaborate on a broad range of services. A strategy for efficient infrastructure management was carved from Zensar's Foundation Services (FS) framework. Fundamental tenets of the solution include:

- Storage revamp-migration from legacy storage to NetApp2019
- Citrix revamp-redesign and implementation of a new Citrix farm for enhanced experience
- Fortinet implementation for enhanced VPN services
- End User Computing (EUC) Services- OS image deployment, Kiosk management, application packaging & virtualization
- Implementation and support of WAN ( Internet & MPLS)
- ServiceNow integration with LitmusWorld for customer experience management
- ServiceNow implementation adapting ITIL Framework, automated onboarding process for users
- O365 migration from legacy Exchange environment to Exchange Online
- 24x7 Service desk services
- Unified Communications: Cisco Teams, Webex, Jabber and Vodafone
- VOIP





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## Zensar enables a leading energy company in the UK to embrace digital innovation

### Impact

- End user CSAT at par with industry
- Continuous 24x7 support
- 100% visibility with 86% satisfied users
- Significant savings in OPEX
- Helped close 6 months on incidents backlog and achieved 80% monthly closure of incidents

### Key Highlights

O365 Migration, Unified Communications, Application Packaging & Virtualization, Exchange Online



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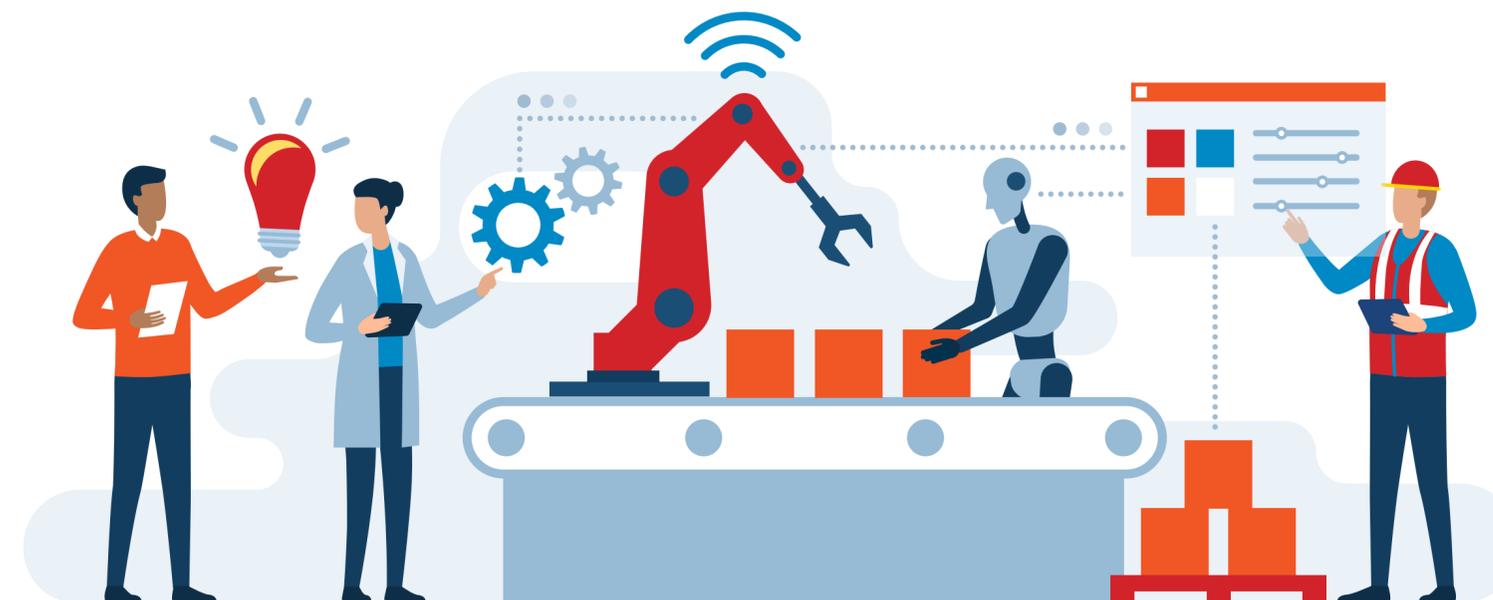
Foundations Leveraged

Digital Workplace Services  
Digital Infrastructure

## Digital transformation with next-gen solutions drives enhanced collaboration and cost reduction

Revenue: \$19 billion+ | Organization size: 10000+ employees | Country: USA

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.





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## Digital transformation with next-gen solutions drives enhanced collaboration and cost reduction

- 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.





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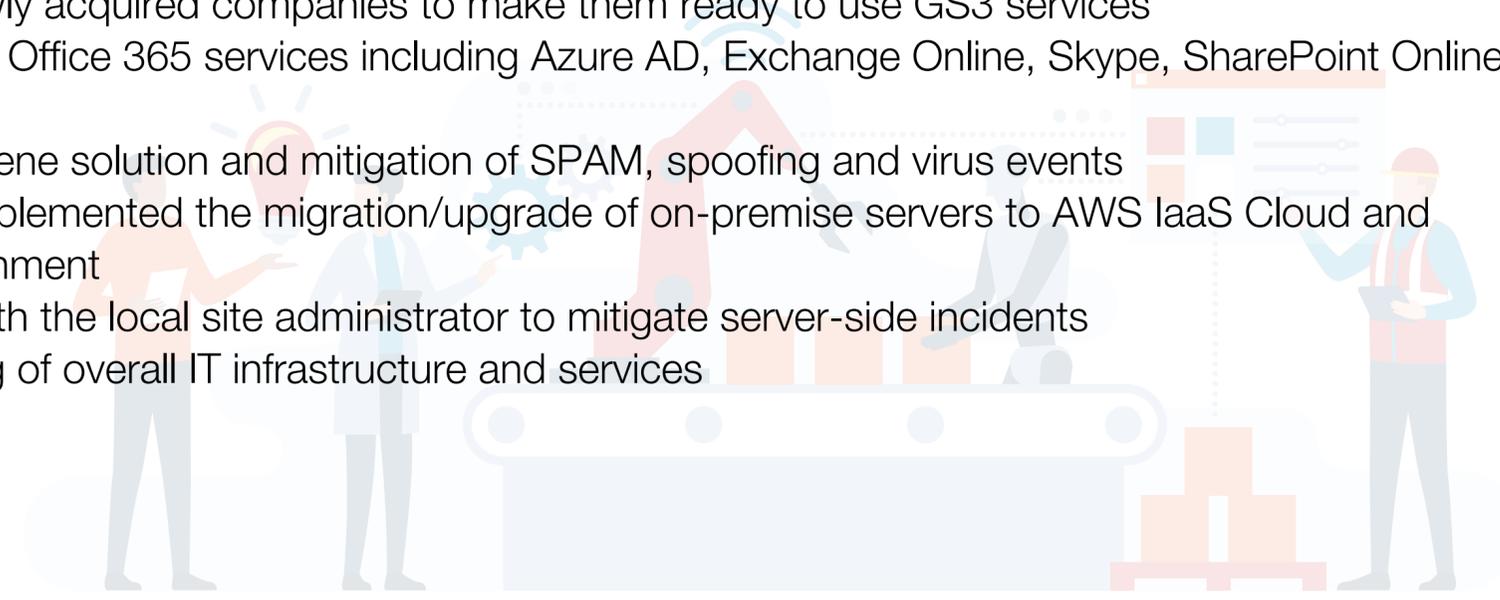
**Digital Infrastructure**

## Digital transformation with next-gen solutions drives enhanced collaboration and cost reduction

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





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## Digital transformation with next-gen solutions drives enhanced collaboration and cost reduction

### 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



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## Enabling digital infrastructure transformation for a major metropolitan city

**Revenue: \$2 billion+** | **Organization size: 10000+ employees** | **Country: USA**

Our customer is one of the top 10 biggest cities in the United States. The city sought a connected, modernized infrastructure for better governance, economic development, stable connectivity and improved quality of life for its community.





Digital Infrastructure

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## Enabling digital infrastructure transformation for a major metropolitan city

Despite significant efforts made toward efficient urban planning, the city struggled to find the right solution. Infrastructure systems were stretched due to the burgeoning population and unreliable data gathering and monitoring techniques which directly impacted the day-to-day needs of the city's citizens.

The city had Lack of visibility into the network owing to "Black box" incumbent vendor owned devices. It had legacy equipment preventing reliable IT services delivery to city departments and employees. No SLAs were defined, and reporting mechanism was missing which led to historic low levels of customer satisfaction. All this combined was proving to be a hindrance to "Smart City" initiatives of the city.





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## Enabling digital infrastructure transformation for a major metropolitan city

Zensar stepped in as a key strategic partner, advising and executing strategies to improve infrastructure operations and services. Zensar’s Foundation Services enabled transformation technology solution included:

### Digital Workplace Services

- Asset tracking and management in ServiceNow
- Implementation of self-heal mechanisms and self-help portals
- Persona based response for departments and VIPs

### Digital Operations

- 100% uptime achieved outside of scheduled maintenance
- Automation driven support operations through Zensar’s AIOps platform
- End-to-end network data and voice operations
- 24x7 intelligent monitoring and support

- VPN management
- Implementation of state-of-the-art operations hub for centralized city monitoring

### Digital Infrastructure

- SD WAN implementation across 55+ sites
- Setup landing zone for AWS, Azure and GCP
- Capex to opex model through cloud adoption

### Digital Enterprise Security

- Proactive threat detection and hunting through Zensar’s Security Operations Center (SOC)
- MFA for secure login



Digital Infrastructure

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## Enabling digital infrastructure transformation for a major metropolitan city

### Impact

- Over \$600K reduction per year in telecom costs
- 28% increase in network operations productivity
- CSAT >90% consistently
- 34% reductions in IT issue resolution time
- 27% increase in cost savings on contract
- Increased security posture
- Complete visibility and transparency in operations through Zensar's AIOps

### Key Highlights

State-of-the-art centralized monitoring, AIOps, VPN management, multi-cloud strategy, landing zone setup, asset tracking, automation



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Digital Workplace Services

## Business reimagination through total workplace transformation for a global pharmaceutical corporation

Revenue: \$546 million+ | Organization size: 1000 to 4999 employees | Country: USA

The customer is a pharmaceutical company headquartered in the U.S. with additional operations in Europe, Canada and Japan. The company was expanding across geographies via strategic mergers and acquisitions and needed to create an efficient, comprehensive workplace for its employees across its regions. Additionally, the customer sought to build infrastructure throughout North America and Europe to broaden the availability of medications. The company needed to transform its legacy workplace and collaborations to a modern, globally-connected workplace.





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## Business reimagination through total workplace transformation for a global pharmaceutical corporation

The company faced difficulty meeting market demands, aligning operations across continents, and launching new products. Its existing fragmented legacy technology had become a significant hindrance that was impeding business growth.

Disparate workplace systems did not meet the expectations of modern employees and their preferred ways of working. The workplace was unable to support multiple personas to provide a seamless user experience. Additionally, the client faced difficulty managing multiple vendors across continents.





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## Business reimagination through total workplace transformation for a global pharmaceutical corporation

Zensar's Foundation Services planned and executed a transformation strategy included the following solutions:

- Provided a unified global solution by transitioning the customer from a time and material model to a managed services model
- Transitioned the customer from a service desk-based ticketing tool to ServiceNow, with multilingual service desk support to all employees
- Maintained mission-critical Dell servers in three data centers located in the U.S. and Canada
- Managed all service integration and management modules across multiple vendors
- Modernized the customer's workplace technology by implementing an efficient suite of business products and tools including:
  - Windows 10 (automated deployment)
  - Migration to cloud-based Microsoft Office 365
  - Bring your own device (BYOD)
  - Collaboration tools such as SharePoint and Skype for Business
- Zensar provided mobile device management solutions for over 2,000 sales representatives of the company's customers, enabling each sales team member with the technology needed to support sales efficiently and effectively. It was an end-to-end solution, including device setup, imaging, tagging, break-fix and logistics.





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## Business reimagination through total workplace transformation for a global pharmaceutical corporation

### Impact

- 30% reduction in TCO (total cost of ownership)
- Transition from a 16x5 to 24x7 support model enabled seamless business operations
- Reduction in downtime, faster incident resolution, proactive recurring incidents elimination, and quicker problem management
- 98% CSAT meant all SLAs achieved consistently across all service levels and KPIs
- Device provisioning time reduced from 12 days to 4 days
- Enabled the organization to scale up without incurring additional expense
- Achieved a highly personalized, engaged and collaborative workplace
- Introduced a detailed reporting structure for improved insights

### Key Highlights

Office 365 cloud migration, bring your own device (BYOD), multilingual service desk support, collaboration tools, mobile device management



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- Digital Experience Management
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- Digital Operations

## Zensar partners with a global healthcare company to navigate their digital transformation journey

Revenue: \$1 billion+ | Organization size: 1000 to 4999 employees | Country: USA

The customer is a global manufacturer and marketer of more than 27,000 unique products for the diagnosis, treatment and monitoring of respiratory conditions in every stage of life.

Theirs is a story of a company embarking upon a transformation journey by embracing digital innovation in the medical devices market. The focus was to implement technologies that would align to the goals of the company and deliver measurable business value. The company wanted to modernize the technology landscape & reduce the high operating cost due to gaps in cloud implementation to Azure.





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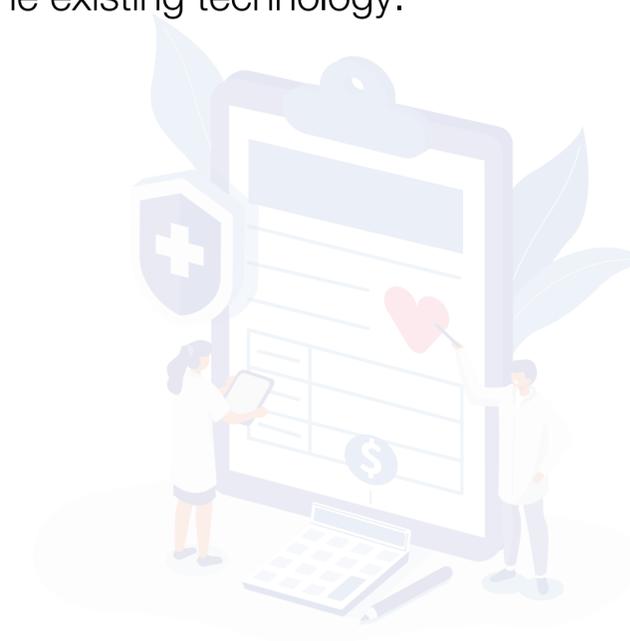
**Foundations Leveraged**

- Digital Infrastructure**
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- Digital Operations**

## Zensar partners with a global healthcare company to navigate their digital transformation journey

The company sought to manage and analyze large volumes of internal and external data to make effective business decisions and to build a roadmap to achieve strategic pillars such as security, business excellence and infrastructure maturity. While the company was growing exponentially with a series of acquisitions, the handling of large volumes of data from various sources posed a significant challenge.

Scaling the company's infrastructure in a stable and secure manner was a primary concern. Streamlining and consolidating data from fragmented legacy technology hindered day-to-day business operations. The customer sought to adopt the technology needed to become agile and meet the rapidly-changing demands of the market, however was challenged by the existing technology.





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## Zensar partners with a global healthcare company to navigate their digital transformation journey

Zensar stepped in as a key strategic partner, advising and executing strategies to improve infrastructure operations and services.

### Digital Experience Management

- Enhanced experience through business transaction monitoring and enhanced ITSM SNOW implementation
- Proactive detection and resolution of issues before users are impacted

### Digital Workplace Services

- BYOL pricing models for compute & SQL instances
- Service Desk Services & Desk Side Support
- Workspace Engineering
- Self-heal & self-help solutions

### Digital Operations

- Enabled 'auto-shutdown' capabilities for compute instances to gain flexibility in assigning group schedules

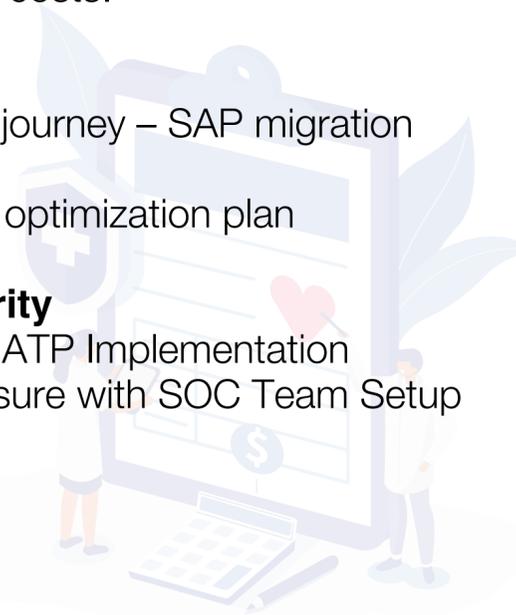
- Provided 24x7 intelligent monitoring & Infrastructure Managed Support Services
- Developed suitable backup and recovery strategies based on the organization's high availability (HA),RTO and RPO to maintain business continuity after an unexpected event
- Resized the compute nodes based on workload requirements to reduce costs.

### Digital Infrastructure

- Started AWS migration journey – SAP migration from Azure to AWS
- Implemented a storage optimization plan

### Digital Enterprise Security

- Risk Mitigation through ATP Implementation
- Limit Vulnerability Exposure with SOC Team Setup
- MFA for Secure Login





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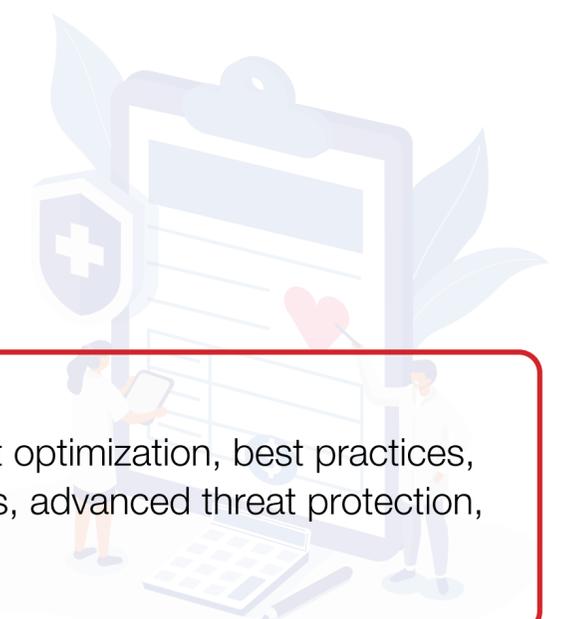
## Zensar partners with a global healthcare company to navigate their digital transformation journey

### Impact

- Simplified infrastructure modules
- 15% reduction in multi-layered security incidents
- 35% reduction in cloud operating costs
- Support for 750+ servers, 3,500+ end-users, and 550+ network devices
- Reduced downtime

### Key Highlights

Azure automation, cost optimization, best practices, bring your own licenses, advanced threat protection, storage optimization





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## Business transformation for a leading American healthcare organization with Foundation Services

Revenue: \$360 million+ | Organization size: 100 to 499 employees | Country: USA

The customer is a leading American managed eye health and vision care plan provider serving millions of members.





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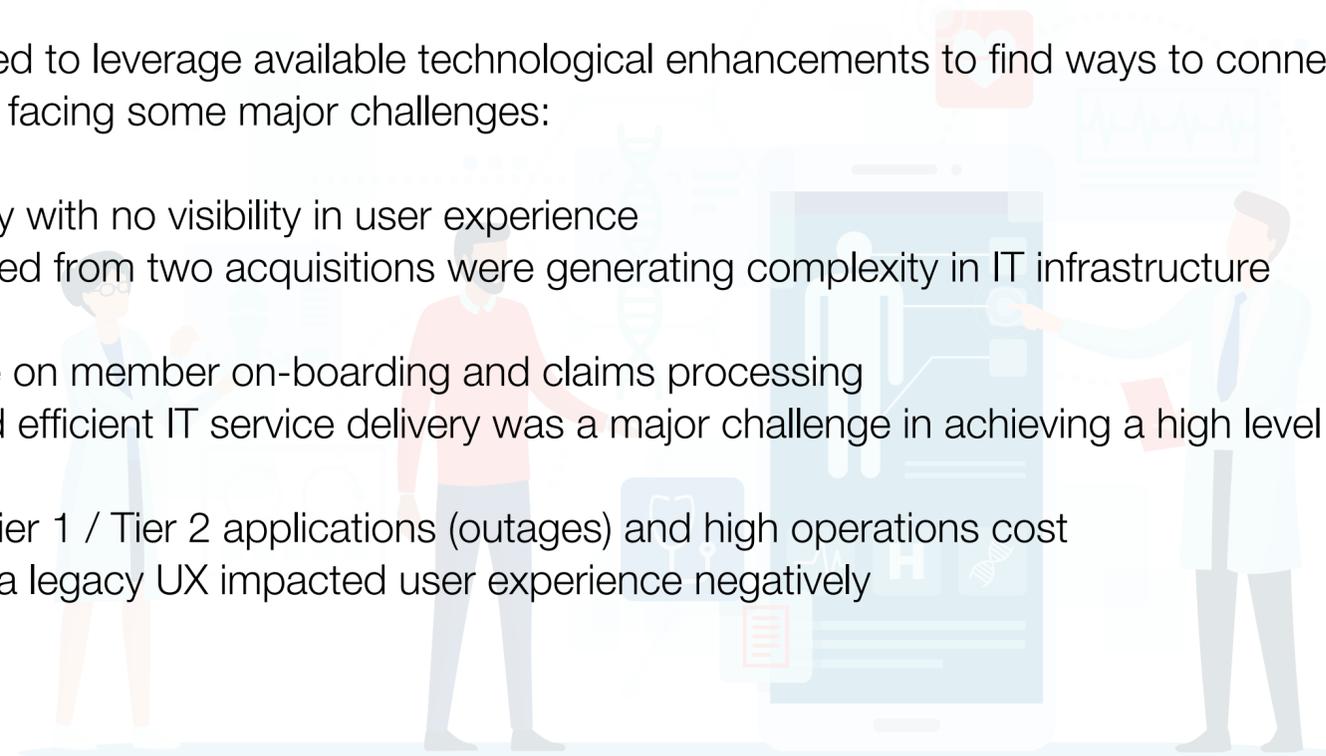
## Business transformation for a leading American healthcare organization with Foundation Services

The customer wanted to become the most trusted vision care plan provider for its members. Guided by a singular goal of “reinventing productivity” to empower the workforce, the customer wanted to create a seamless, integrated and simplified ecosystem that would boost productivity and sales.

The other key driver was designing and implementing an AIOps driven digital operations platform that would provide the speed and agility necessary to compete effectively with a rising tide of new age, digital enterprises.

Though the customer wanted to leverage available technological enhancements to find ways to connect with loyal customers, it was facing some major challenges:

- Low end-user productivity with no visibility in user experience
- Disparate systems inherited from two acquisitions were generating complexity in IT infrastructure management
- Sub-standard experience on member on-boarding and claims processing
- Lack of an integrated and efficient IT service delivery was a major challenge in achieving a high level of customer satisfaction
- High Sev1 incidents for Tier 1 / Tier 2 applications (outages) and high operations cost
- All of this combined with a legacy UX impacted user experience negatively





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## Business transformation for a leading American healthcare organization with Foundation Services

Zensar played the role of trusted IT partner to help the customer formulate and execute their digital workplace and digital operations strategy. Zensar enabled a zero-disruption transition with hyper care support during an ongoing divestiture and annual enrollments.

### Digital Experience Management

- Full stack transaction visibility
- Improved experience score

### Digital Workplace Services

- Employee experience monitoring
- End-user engineering services
- Self-heal and self help
- Healthcare aligned user persona based smart desk and smart field support

### Digital Operations

- Automation and bots driven digital operations
- Infrastructure managed support services
- 24x7 intelligent monitoring giving real-time visibility into business services and transactions

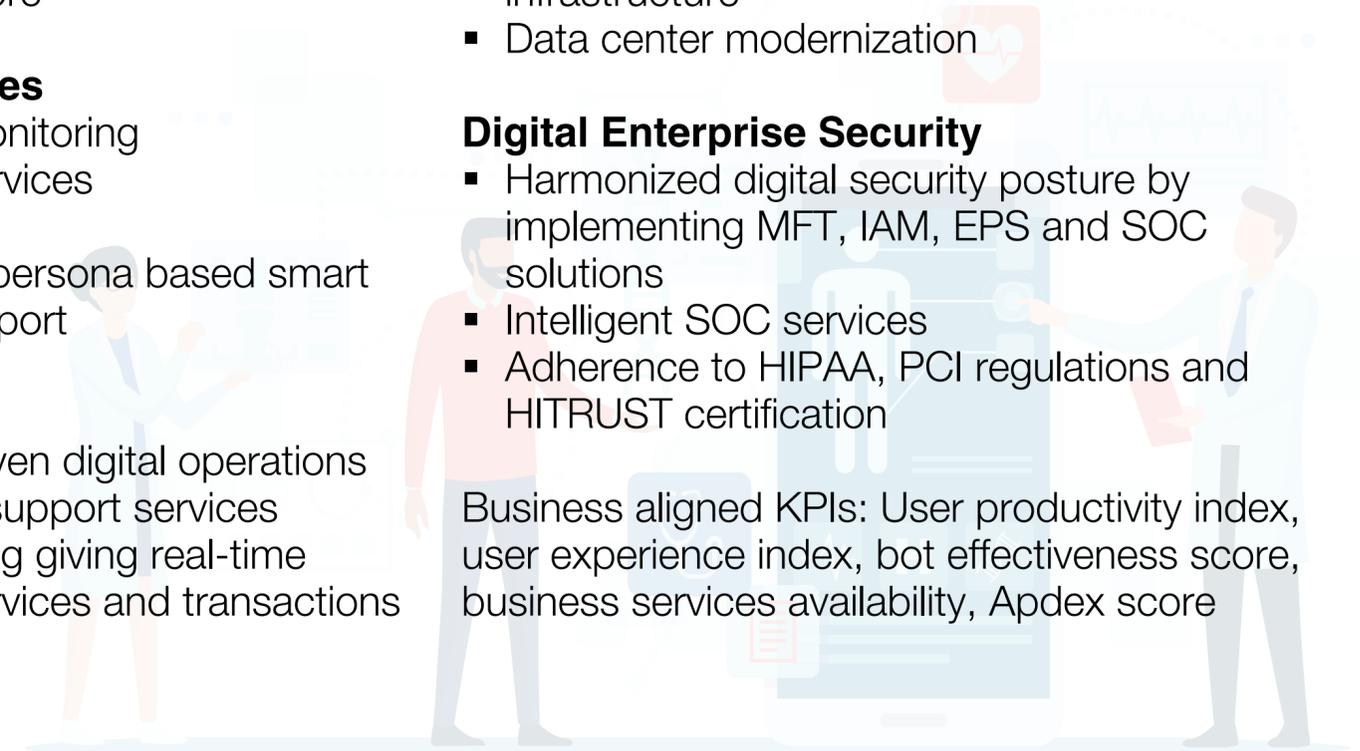
### Digital Infrastructure

- Capex to opex model using private cloud infrastructure
- Data center modernization

### Digital Enterprise Security

- Harmonized digital security posture by implementing MFT, IAM, EPS and SOC solutions
- Intelligent SOC services
- Adherence to HIPAA, PCI regulations and HITRUST certification

Business aligned KPIs: User productivity index, user experience index, bot effectiveness score, business services availability, Apdex score





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## Business transformation for a leading American healthcare organization with Foundation Services

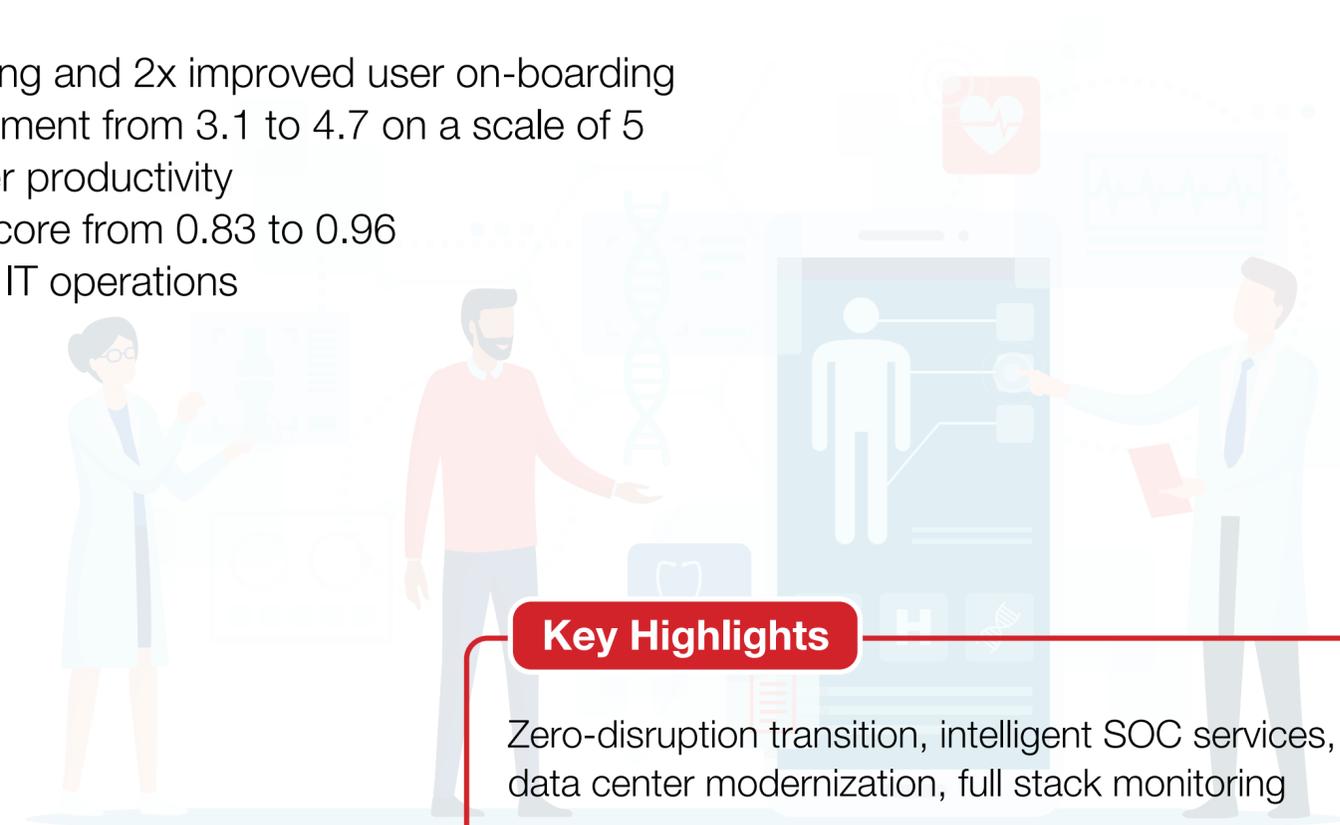
### Impact

Our customer today has been able to deliver innovative services and products faster, not only capitalizing on market needs quicker than the competition, but also creating an unmatched bouquet of value-based offerings. Some key results enabled for the customer were:

- 3x faster claims processing and 2x improved user on-boarding
- User experience improvement from 3.1 to 4.7 on a scale of 5
- 57% improvement in user productivity
- Improvement in Apdex score from 0.83 to 0.96
- 37% reduction in cost of IT operations

### Key Highlights

Zero-disruption transition, intelligent SOC services, data center modernization, full stack monitoring





We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: [marketing@zensar.com](mailto:marketing@zensar.com) | [www.zensar.com](http://www.zensar.com)

