

Enabling reliability, standardization and security in client's enterprise IT



Client

Client is one of the world's seven 'supermajor' Oil & Gas companies based in the UK with over 80,000 employees across the globe



Business challenge

To support its business operations (providing fuel, energy and other petrochemical products to its customers) the client had to depend on a vast and complex server estate comprising of eight mega data centers, multiple satellite centers and oil rigs across 110 locations. These data centers housed 15,000 servers catering to 160,000 users globally.

Owing to the complex infrastructure landscape, the client's eco-system was fragmented with multiple vendors providing services in silos that led to asynchronous processes, substandard service, and network vulnerability. These problems led to higher turnaround times (TATs), low network resilience and low availability of applications. Over 5,000 critical applications were hosted on the client's servers. Outage of these applications could have cascading effect on oil production, its trading and supply chain, resulting in loss of revenue for the client, and a possible surge in oil price in the international market.



Loss of revenue due to high downtime of business critical components



Exceeding budgets of maintaining IT systems due to low synergy



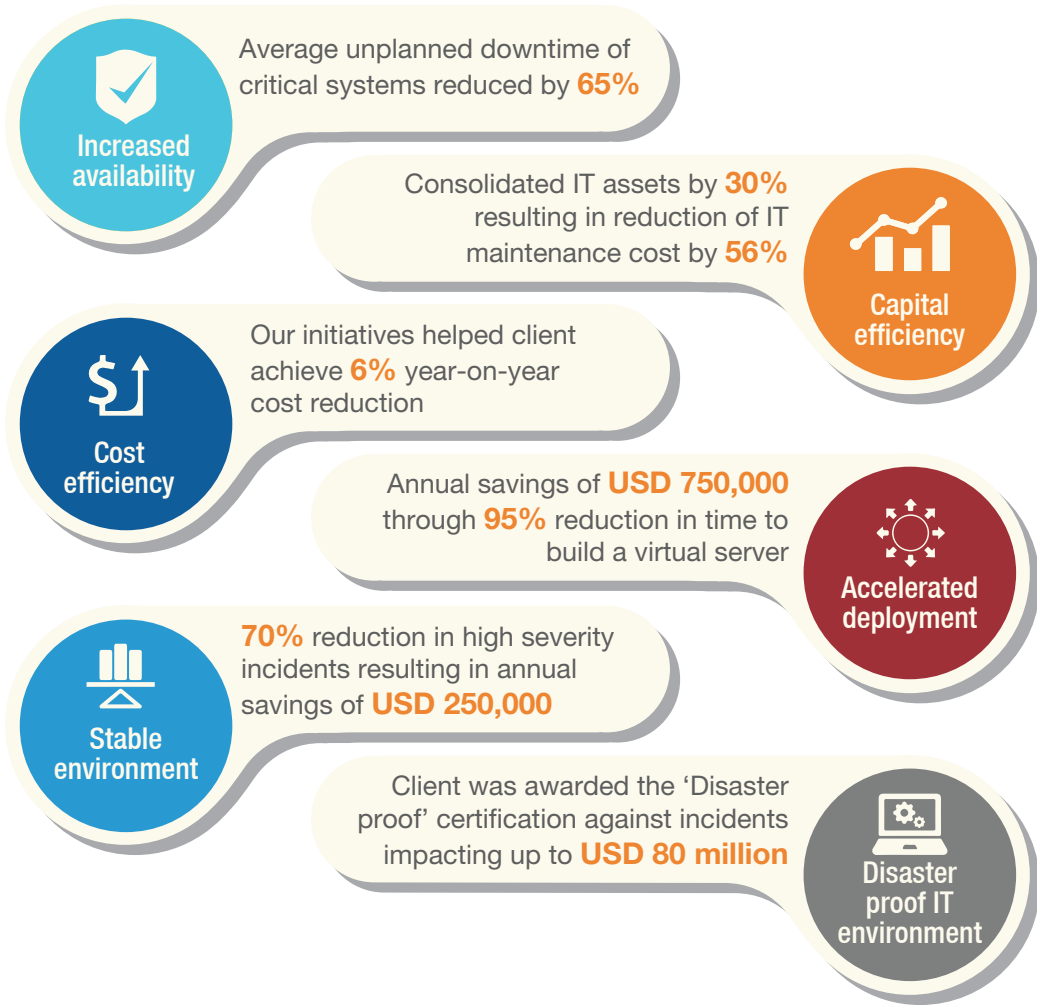
Threat to business operations because of external attack

How Mphasis helped

- Our dedicated service delivery excellence team laid down best practices to assist in the transformation of client's IT landscape. Our transformation frameworks ensured that inefficiencies, bottlenecks and redundancies were eliminated and 100% SLAs were met from the day 1 of delivery.
- The 'Engineering to Zero' program (zero SLA breach) was launched aiming at reducing turnaround times through standardization and automation. Our 'Innovation by Default' approach and excellence in execution helped us standardize client's OS build, the storage health reporting, the server monitoring and ticketing processes.

- Mphasis implemented 'AutoPatch' a home grown patching tool which addressed the client's biggest challenge of thwarting countless external attacks hitting their servers every minute. In addition to enhancing security and increasing availability, this exercise eliminated human errors and reduced 46,000 man-hours annually.
- We conducted the 'Isolation Test' of client's core infrastructure. This helped the client assess their business continuity capabilities.

Value delivered



Helps reduce high security incidents for one of world's supermajor Oil and Gas company



Client: One of world's seven 'super major' Oil & Gas companies, based in the UK



180 locations & oil rigs | 160,000 users | 5000 applications | 8 mega data centers | 4800 database instances

Challenges

- Substandard services
- Disparate tools, technologies & processes
- Outdated Hardware & Software
- Loss of revenue
- Exceeding budgets of maintaining IT
- Threat to business operations

Mphasis engagement from 2011

2011 JAN
Transition
kick-off

Governance
model
established

Detailed planning
including process
maps, integration
points, resource
ramp up

2011 NOV

- 15,000 servers
taken over with
0 incidence
- Continuous
improvement plan

2012

- SAP stabilization
- \$250,000 annual
savings through
reduction in high
severity incidents

2014

- AutoPatch launch
- 100% success
rate

2013

- Automation of
server monitoring
- 80% reduction in
incidents

Key business benefits

56% reduction in IT maintenance cost

65% reduction in unplanned downtime

\$ USD 750,000 annual savings through automation of server builds

About Mphasis

Mphasis is a global technology Services and Solutions company, specializing in areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys, and with global financial institutions in the conception and execution of their Governance, Risk and Compliance strategies. We strategically focus on next generation technologies for differentiated solutions, delivering optimized operations for diverse clients.

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