



Re-engineering Digital Workspace in Public Cloud leveraging Mphasis InfraGenie™ platform

The Client

A leading diversified independent insurance intermediary group in the United Kingdom with 4,000 employees, across 80 locations handling around £3bn of insurance premiums each year.

The Challenge

Pandemic Situation and Limited Digital Workspace

- Client's digital workspace infrastructure environment was designed and configured for ~500 users while the need of the hour was to support 4 times more users who were working remotely due to the pandemic situation
- ~2000 users were experiencing failure in accessing the digital workspace environment and critical applications

The journey has been little less than a miracle - just over 2 weeks ago we could service ~1000 remote workers, wind forward to today and we are supporting ~4000 staff remotely through a combination of technologies. When some of our large suppliers stepped back, the Mphasis team stepped forward.

James Barnard
Chief Operations Officer
Advisory and The Ardonagh Group

The Solution

The client partnered with Mphasis to deliver **Managed Hybrid Cloud Infrastructure** services and leverage InfraGenie™ platform to provide end-to-end service management. Mphasis recently completed managed services transition for hybrid cloud environment and is undergoing stabilization phase. The environment comprises of:

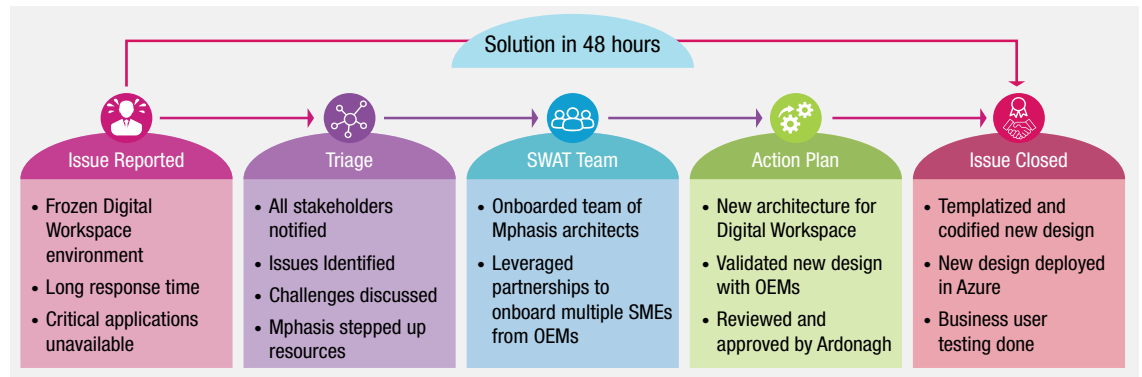
- Around 1500 servers, 6PB storage, and 250+ SQL database servers to support 5000 users
- Mphasis' Managed Services structured on ITIL V3 framework and 24x7 operations
- Mphasis' InfraGenie™, 'zero-touch-zero-impact' integrated service management platform, to provide a single end-to-end service management across physical, virtual and cloud environments

The existing architecture was reviewed and re-engineered to support increased number of remote connections. The Citrix farm and NetScaler load balancers along with policy servers and FollowM print policy servers were scaled up.

We also optimized the group policy settings, print policies, Appsense environment manager policies and reconfigured Teams on Citrix servers to improve performance. All these activities were performed leveraging the power of Microsoft Azure Cloud in terms of scale, security and control.

The Result

Scaled up digital workspace within 48 hours



By leveraging InfraGenie™, we could deliver speedy responses to service requests and reduce manual intervention. Through the integrated platform, we could achieve:

- Correlation of all open events and raising single major incident
- Workflows for on-time notification to all required participants
- Identification of related infrastructure and applications using business service mapping
- Continuous monitoring and mapping historical performance data to baseline solution parameters
- Easy and quick-change approval through InfraGenie™ orchestration
- Reduced manual effort and increased success rate with templatized deployment using InfraGenie™

Business Benefits

The re-designed ecosystem could support 2000 remote connections, with:

- **Automated** (templatized) infrastructure expansion
- On-demand **Storage and Compute** scaling
- **No wait times** for replication & provisioning
- **No dependency** (physical & virtual)

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^{\infty} = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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