

Unified IT

Optimization To Transformation

WHITEPAPER



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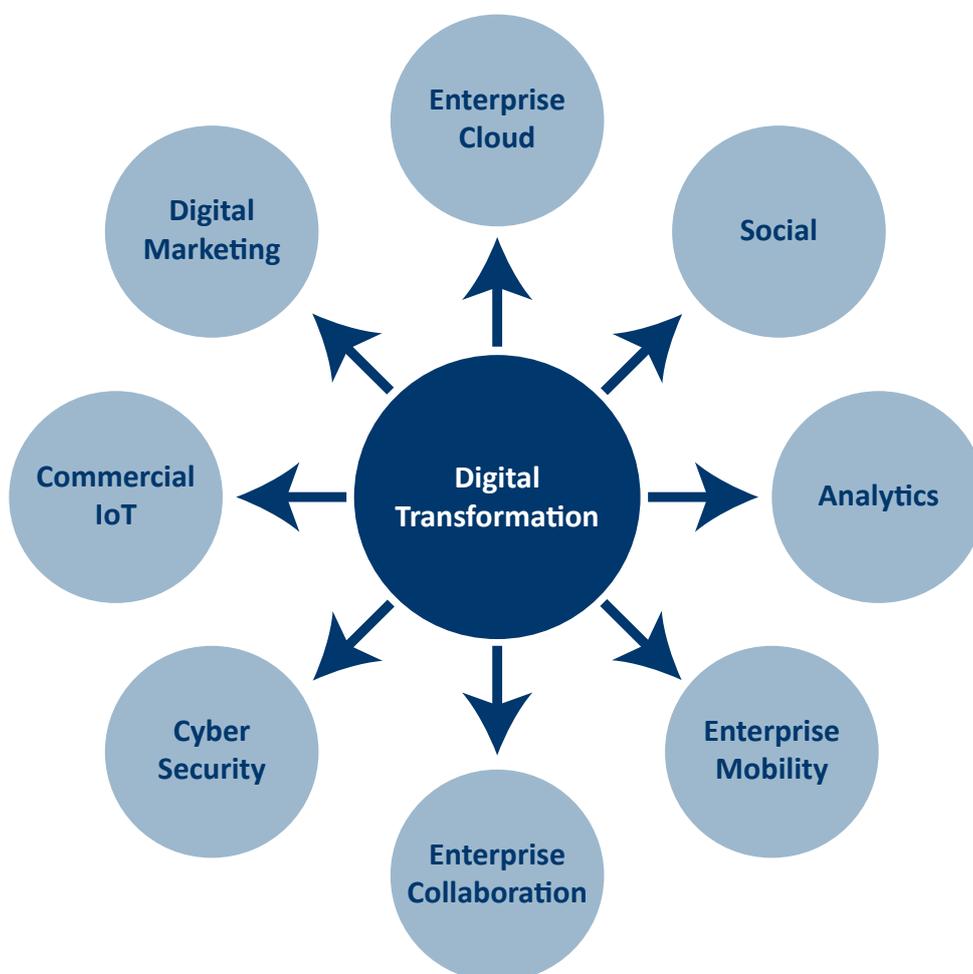
The Evolving Digital Enterprise Environment



Digital Enterprise Transformation (DET) is defined as a set of activities that will reform business processes, empower stakeholders and provide new revenue models using digital technologies and by embracing new digital avenues. Digital transformation extends beyond SMAC - Social, Mobility, Analytics and Cloud solutions. There are about eight elements for an effective digital enterprise transformation strategy as shown in Figure 1.

Enterprises are embracing one or more key elements of DET based on necessity and use cases to transform one, or even many, business operations.

Exhibit 1. Key Elements of Digital Enterprise Transformation



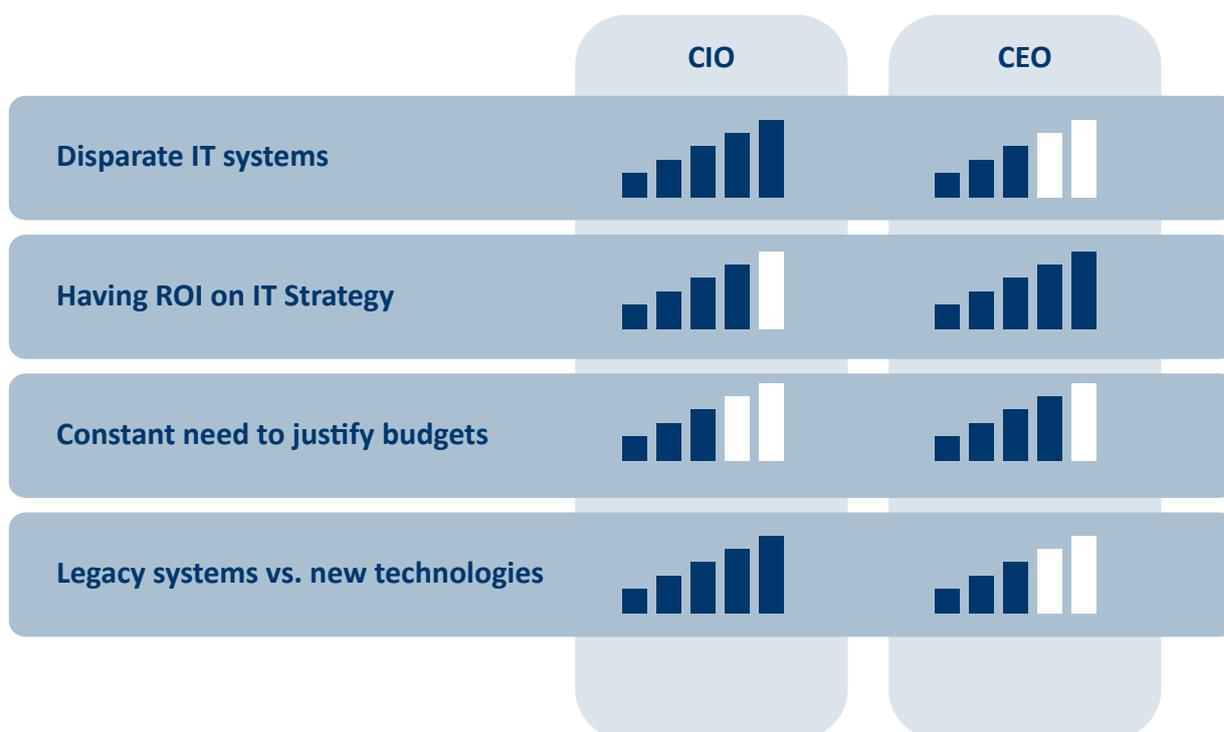
Source: Frost & Sullivan

As part of the digital enablement process, technology heads and CIOs today are focused on both transformation and run costs, as well as efficiently catering expenditures to embrace new technology and innovative developments while retaining budgets. This includes a constant effort to reduce redundancies in applications and IT infrastructure, creating and monitoring seamless enterprise architecture, tying different tools, processes, hardware, and software with interoperability, and ensuring maximum efficient utilization of IT resources. In tandem, many are on the hot seat to drive business transformation and innovation, with an eye on how to integrate SMAC for pursuing new business models and improved customer experience. Digital transformation and Unified IT Management provide a means to reduce and shift expenditures from the daily run to fund on transformation and growth – resulting in improved efficiencies, increased competitiveness and faster Go-To-Market.

DET: A Decision-Maker Perspective

In support of these objectives, each day IT decision-makers/CIOs face a challenging task of effectively managing and optimizing a diverse and complex IT environment. Staying ahead of any potential infrastructure or operational issues is top of the mind of each decision maker. Figure 2 illustrates the top challenges faced by IT decision-makers/CIOs today.

Exhibit 2: Challenges of Digital Transformation from Decision-Maker Perspective



Source: Frost & Sullivan

With a multitude of new technologies made available to enhance existing heterogeneous environments which have evolved over time, IT decision-makers/CIOs are often stuck with disparate systems and data in different formats. They are thus often faced with a daunting task of not only making systems interoperable, but also converting different formats of data into actionable insights on which decision-making can be based. Furthermore, CIOs are also responsible for ensuring that mission critical applications perform and need to continually prove the validity of their function and need for budgets in the organization.

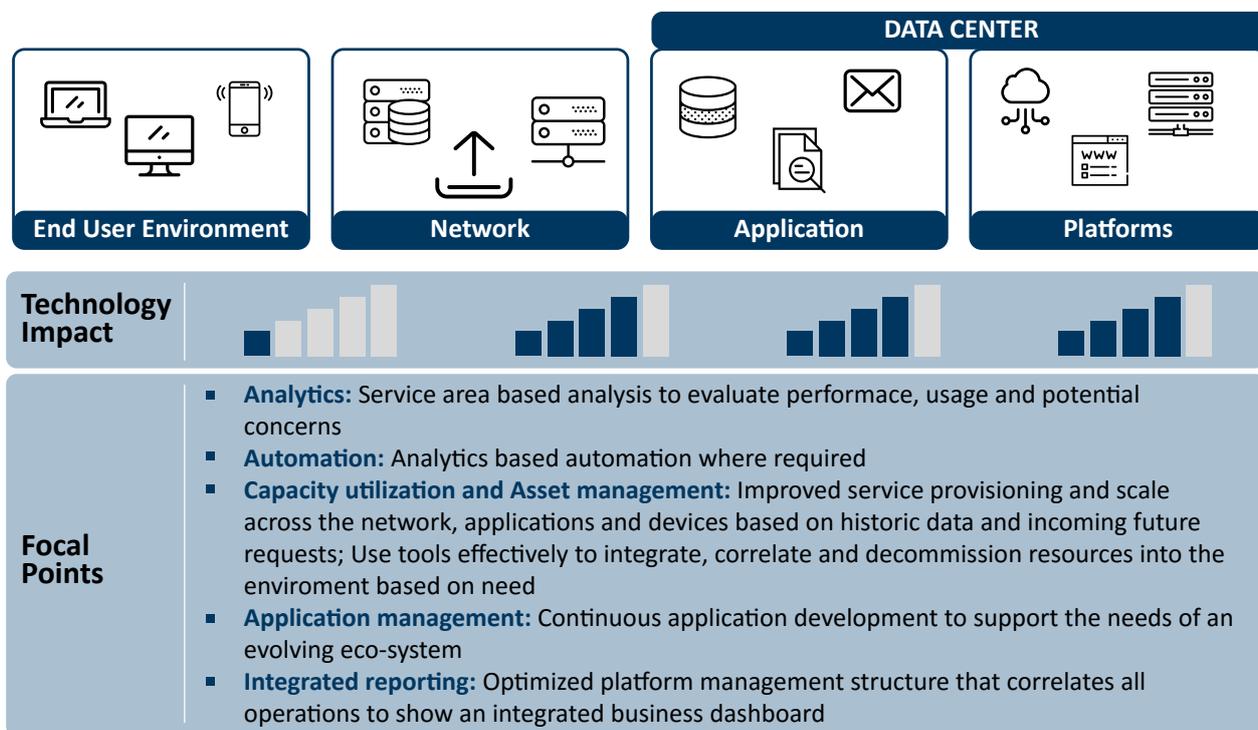
To support such digital transformation, CIOs need to view their organization in its entirety - that is, to understand the inter-networking of devices, platforms and solutions. This can be enabled through a Unified IT platform that aggregates all the data with reference to status of the IT infrastructure for the CIO and IT leaders to evaluate and make informed business and operational decisions to manage. In essence, this platform can work together with data across disparate sources to provide a unified, cross-organizational view.

Unified IT in a Hybrid Cloud Environment

Unified IT Management platforms provide the solution to address the challenge of managing varied infrastructure environments and deployment models. Unified IT integrates hybrid cloud management platforms in order to configure, provision and manage the resources of multiple deployment models (physical and virtual machines) and environments (on premise, private and public cloud) through a single enterprise management portal.

Unified IT not only helps to monitor and manage IT infrastructure, but also to use it more effectively. Figure 3 clearly highlights the four service areas from which Unified IT can aggregate data and help optimize their functioning.

Exhibit 3: Unified IT Service Areas



Source: Frost & Sullivan

Unified IT manages all layers of an enterprise's IT: end user environment, network, and data center (including applications and platforms). It provides a single, unified architecture that monitors the entire IT environment, giving stakeholders end-to-end visibility and preventing incidents, reducing outages and improving uptime.

Unified IT Business and Operations Impact

IT professionals and business users gain an edge in their competitive environment through the end-to-end visibility and customized dashboards and reports of their IT infrastructure and operations and through service improvements in monitoring, management and analysis. Figure 4 below highlights the impact of Unified IT in IT service management (ITSM), Hybrid IT and DevOps settings.

Exhibit 4: Impact of Unified IT in 3 Settings

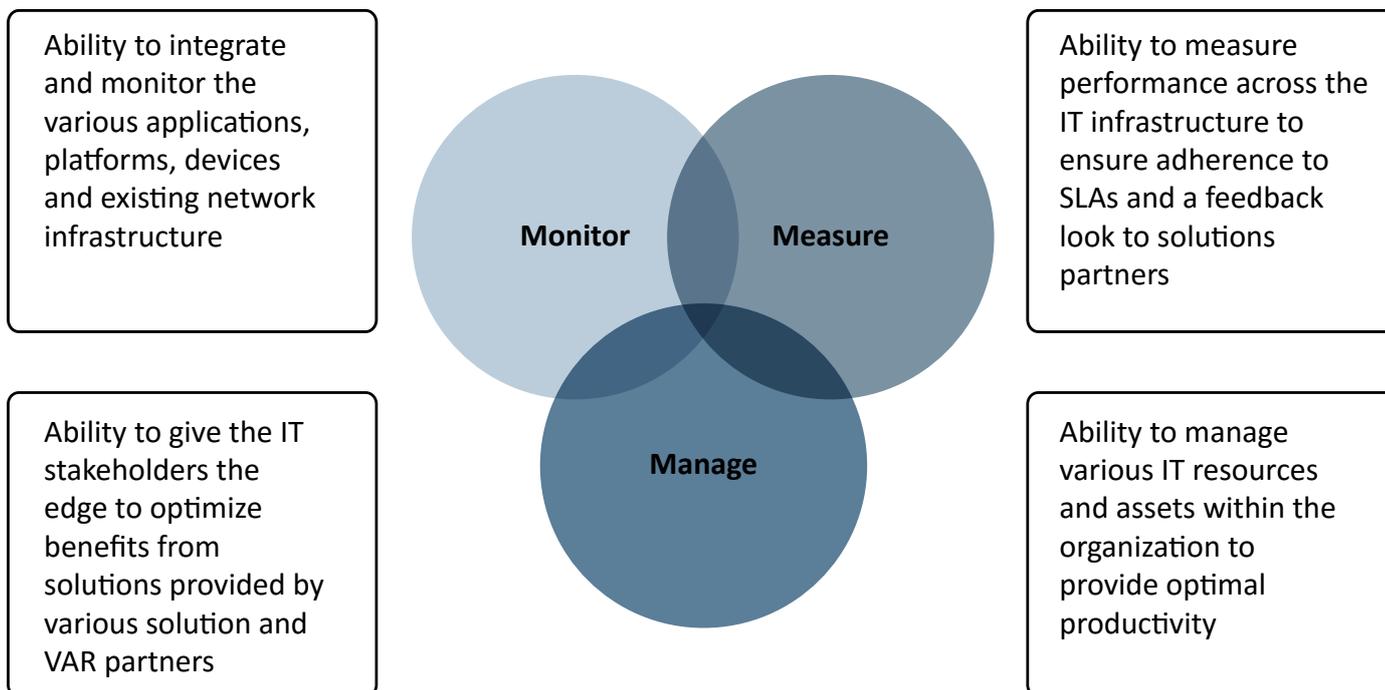
	Impact of Unified IT		Vertical use case
ITSM		Very High	BFSI – standardization, efficient support and economies of scale due to a single, best-of-breed solution. Provides benchmarks to establish robust SLAs and continuous improvement and investment in next gen transformation.
Hybrid IT		Very High	Manufacturing – multi-data center management without the headache of coordinating and maintaining IT systems/departments. Accommodates rapid configuration, provisioning and quick changes in the infrastructure engineering and operations environment.
DevOps		High	Healthcare – reduced deployment time from days to minutes and accelerated time to market.

Source: Frost & Sullivan

Each of these use cases indicate unique benefits of Unified IT across various settings helping the end user have greater control of the infrastructure usage, reducing costs and innovating with a quicker time to market.

Investing in a Unified IT management platform is an incredibly important choice. To encapsulate the benefits of Unified IT, Figure 5 provides 3 critical points.

Exhibit 5: 3 Ms of Unified IT



Source: Frost & Sullivan

Unified IT with the **Right Partner**

Taking everything into account, it is important for enterprises to find the right solution partner that can offer a customized suite of solutions.

Zensar Technologies' Unified IT Management (UIM) solution unifies infrastructure and operations by mapping enterprise business services to mission critical applications and their underlying infrastructure. Alerts are filtered and correlated to ensure priority information is communicated in real time.

Management platforms and processes are evaluated to capture, communicate and interpret information being messaged and to identify and consolidate redundancies. Integration and orchestration enables operations to immediately trace an incident's cause, saving considerable time, money and effort.

As shown in Figure 6, with Zensar's Unified IT, enterprises achieve higher service predictability, self-provisioning, business service modeling and end-to-end environment management. IT operations are optimized through comprehensive service analytics and presented through customized dashboards which include intuitive reporting, demand management and unified event management.

Exhibit 6: Zensar's Unified IT Management Framework



<p>Unified IT monitoring</p>	<p>Service Management</p>	<p>Service Analytics</p>
<ul style="list-style-type: none"> • Single Pane View • Proactive IT Health Checks • Self-healing 	<ul style="list-style-type: none"> • Self Provisioning Service • Business Oriented Modeling • IT Environment Management 	<ul style="list-style-type: none"> • Intuitive Reporting • Demand Management • Unified Event Management
<p>1 E2E Service Visibility</p>	<p>2 Higher service predictability and performance</p>	<p>3 Optimized Operations</p>

Source: Zensar

Zensar's global footprint enables integrated local service delivery 24x7 with a strong partner ecosystem. Unified IT 24x7 management provides end-to-end service visibility through a single pane of glass coupled with proactive IT health checks and self-healing tools.

Zensar's New Managed Services Platform: Powered by Automation and Orchestration Utilizing Machine Learning

To ensure continued growth and innovation to increase productivity, while simultaneously reducing expenditures, IT needs to be aligned with the business dynamically.

Unified IT goes beyond providing an integrated view with predictive analytics leveraging intelligent Automation, Autonomics (Machine Learning) and Orchestration to improve service levels, reduce operational costs, remove vulnerabilities and achieve infrastructure agility.

Zensar's The Vinci™ is an integrated managed services platform powered by intelligent automation and orchestration to bring maximum agility and efficiencies to the management of IT operations and transformation activities. Through machine learning and an advanced information technology library, The Vinci™ delivers better MTTR (mean time to repair) and faster time to market, and accommodates rapid changes in the infrastructure engineering and operations environment across hybrid IT environments.

Zensar's Integrated Managed Services Platform helps progressive organizations enhance their digital investments by incorporating Infrastructure Autonomics coupled with Unified IT, Predictive Analytics and Machine Learning methodologies across the entire service portfolio and lifecycle.

Zensar's The Vinci™ further enables the 3 Ps (Proactive, Predictive and Preventive) across multiple environments delivering enhanced operational services with optimal efficiencies through a lean and agile environment. Figure 7 shares the value businesses will receive of up to 60% operational cost savings; up to 30% increased productivity; and up to 30% faster deployment and Go-To-Market.

Exhibit 7: The Vinci™ Business Benefits



Source: Zensar

Powered by Zensar's innovative K.O.S.H. (Knowledge Orchestrated Systemic Healing) repository, The Vinci™ automates enterprise activity such as CI/CD (Continuous Integration and Continuous Deployment) DevOps functions, irrespective of the platform, to deliver enhanced performance, agility and business end-user experience.

Use Case: Zensar's Unified IT Solutions Result in US \$5.5M Consolidated Capex Savings in IT Operations for a Leading Financial Organization

Overview

The client is a leading financial organization that provides a variety of advisory, consulting and software services to companies worldwide. The client was experiencing frequent outages of critical business applications and infrastructure causing interrupted services to end-user customers resulting in revenue losses and regulatory compliance concerns. It could not confirm the root cause of the outages and no documented or automated processes were in place. The client was also tasked with the complexity of managing several different monitoring tools and vendors. The client was seeking a provider to outsource the analysis, build and implementation needs of its infrastructure for Unified Infrastructure Management Services.

What Was Done?

Zensar provided Unified IT Services with a single pane view to the client's hybrid infrastructure through service automation, orchestration and analytics. Zensar was able to consolidate the client's internal monitoring tools to one high-availability platform that provided 24x7 Proactive Monitoring and was integrated with the client's ticketing and database systems. The automation of systems enabled a reduction in the number of alerts it was incurring and resulted in cost savings and productivity increase.

Zensar delivered a business view to the client incorporating automation and analytics to enable intelligence on application usage and performance. After implementing the applications performance management, Zensar pursued a phased approach with various divisions of the organization to enable trend analysis and end-user management. An onsite delivery manager was also established at the client's U.S. headquarters to ensure seamless infrastructure management.

Zensar now supports over 11,000 systems in six data centers across 26 countries globally for the organization in a heterogeneous environment. Zensar's efforts in deploying a Unified IT environment led to its recognition as the top-rated vendor and it received the highest customer satisfaction scores, including over previous vendors.

How Did It Help?

- **Cost Benefit:** US \$5.5M reduction in overall IT operations expenses
- **Increased Performance:** 30% business performance improvements including reduced outages and improved uptime
- **Improved Agility:** 40% faster resolution time through analytics
- **Increased Productivity:** 25% cost benefit through consolidation
- **Consolidation of Tools:** Resulted in significant cost reduction and ease of management
- **Enhanced Visibility to Business:** Provided end-to-end business services view for organization with measured outcome
- **Higher Availability for End Users:** Empowered end users with better performance to drive business further

A New Era of Service Integration

Over the last decade, Unified IT has evolved to meet the changing needs of IT departments that are taking on a more strategic role in the attainment of business objectives. To conclude, Unified IT services are proactively monitored by the provider's expert staff, utilizing rich, real-time performance and operations data, visible via a management portal, supporting real-time actions leveraging automation, machine learning and orchestration to drive and deliver on customer-defined success parameters.

For IT departments, the necessity for Unified IT is fuelled by the need to be both service creator and service broker. IT leaders work closely with expert partners to ensure that services meet business objectives related to criteria such as performance, compliance, cost and continuity. Ensuring these outcomes requires service flexibility, provider accountability and customer control.

Solutions such as Zensar's Unified IT Management integrate tools to enable a unified view to manage hybrid infrastructure with service automation, orchestration and analytics. Zensar's The Vinci™ integrated managed services platform enhances the Unified IT model, bringing agility and efficiency to the management of operational and transformational activities.

Zensar Technologies

Zensar is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by strong track-record of innovation; credible investment in Digital solutions; assertion of commitment to client's success, Zensar's comprehensive range of digital and technology services and solutions enable its customers to achieve new thresholds of business performance.

Zensar helps clients deliberate not only on executing Digital initiatives but on realizing the Return on Digital™. The Return on Digital™ is about focusing on Business Outcomes. It is about focusing on key aspects like Automation, Customer Experience, Business Resilience, Standardization etc. of the core back end systems to help realize the Digital World of today and tomorrow. In summary, for enterprises to be resilient and successful in the long run – they will need to focus on three aspects - Digital Agility, Cross-over IT and fundamentally the Stability of Core Enterprise Systems.



Your Transformation Partner

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