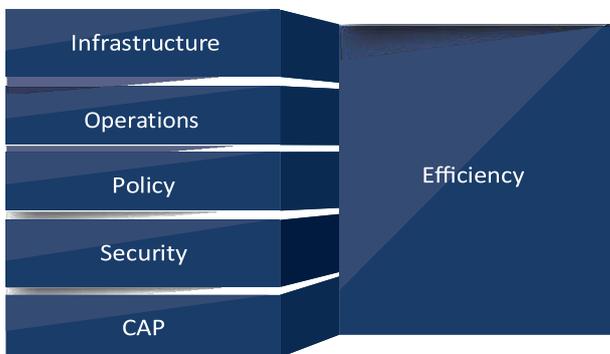




Applistructure

Design IT. Implement IT. Run IT.

Application+Infrastructure=Applistructure



C=Capacity | A=Availability | P=Performance

Infrastructure Management Services

April 2016

Our point of view:

Applistructure™: Accelerating delivery excellence by infrastructure-to-application support model

Synergizing application and infrastructure stack (e2e) management

Mindtree delivers service with a difference

Joint commitment, new approach, new value derived

We truly expand our partnership with our customers' IT to drive next-generation infrastructure-to-application model with:

- Simplification of service delivery, and making applications and infrastructure work together
- Predictability in costs, and focused accelerated reduction in total cost of ownership
- Service delivery excellence by adopting business-aligned academy, operational Intelligence "Impulse", and automation framework
- Improved productivity, efficiency, and performance
- Optimized operational stack – Integrated front line – Level 1, fungible level 2, and SME level 3

Achieving a unified support model to derive outcome-driven service delivery and simplified operations

Infrastructure is seen more as a commodity, and the infrastructure of the future will be an instrumented code. The lines between various technology domains such as Network, Security, Storage, Systems and Database will blur further. With the advent of the cloud, it will be imperative to have a newer delivery model which can continue to adopt the principles of ITIL / ITSM, and provide an improvement continuum.

Businesses need to continuously innovate to remain competitive and IT is expected to lead this PACE and create the competitive differentiation.

A comprehensive perspective: Full Stack



Developing or having a complete perspective of the stack—from OS to client-facing application, will be the future. Every bit of Infrastructure is moving more and more into instrumented code. This implies that application developers should write infrastructure-aware codes, while infrastructure operations will go deep into running and maintaining applications with single focus on speed, performance and accuracy.

Unified support model

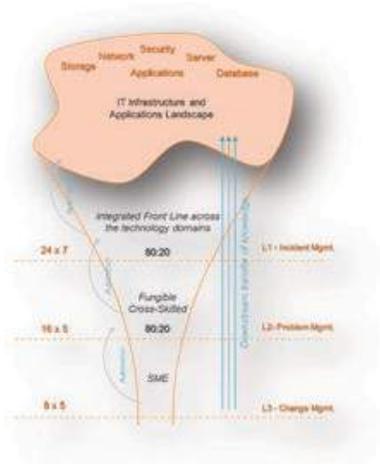
Aggregated SLA framework

Every IT organization delivers two kinds of services to business—Application services (Including development, maintenance, enhancements, and support) and Infrastructure services (incident, problem and change management). All service level agreements governing such operations ought to be underpinned with operational level agreements (OLAs), which are defined by the ITIL/ ITSM maturity cycle.

When both application and infrastructure are combined, the right agreement levels are best derived from business KPIs, underpinned with SLAs and OLAs.

The Service catalog

For all services delivered by IT to business, either directly or indirectly, there is a need to publish a "catalog of services" with associated aggregated SLAs.

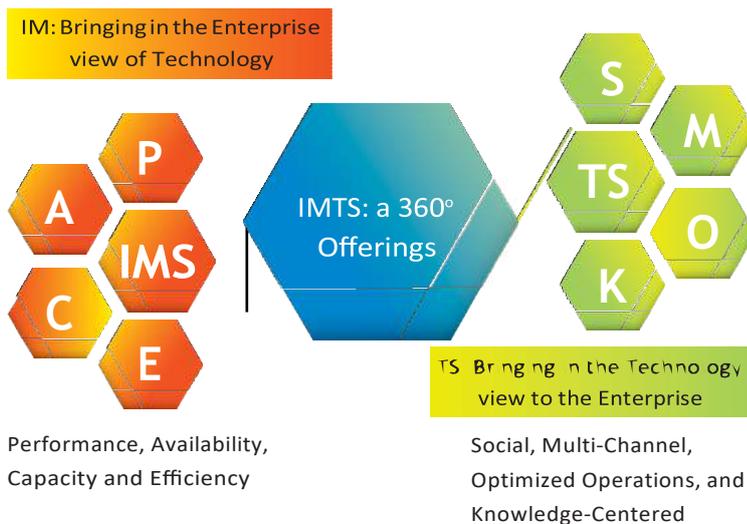


How IT works?

We help organizations derive maximum results from the IT Investments and keep PACE with continuously evolving technology with innovative solutions.

At Mindtree, we strongly believe in not reinventing the wheel. Especially in Applistructure service delivery. We focus on aligning operations capabilities to meet business demands with our expertise-led, culture-backed, vendor-neutral, technology-agnostic approach. Every service is carefully designed to meet business needs, by precisely combining technology solutions with our service-ability.

When business users face IT issues, they don't care if the problems are with the infrastructure, applications or the cloud. They want problems to be rapidly fixed and assurance that the same issues will not recur. But without a single point of ownership and proper mapping of applications and infrastructure, it's almost impossible to determine the source of the problem and fix it. To achieve optimal performance for your IT environment, you need an infrastructure management solution that enables holistic view of infrastructure and applications as a single, seamless entity.



We bring together infrastructure management (a business perspective to technology) and technical support (a technology perspective to the enterprise). We combine our experience led by CIO-model of service delivery, couple it with data center infrastructure management, end-user computing services and application support operations to deliver "Proactive", "Managed", "Applistructure" services – operations support.

Principle: Six-vector graphical equalizer approach

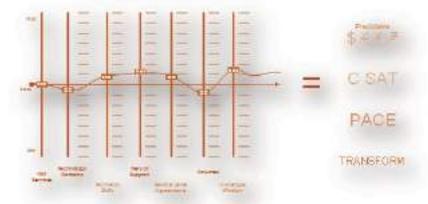
Sit back and relax while we deliver predictable, efficient, transformational IT operations

At Mindtree, we assume ownership of IT infrastructure, applications and operations, while you completely retain control. Every CIO/ CTO/ CSO's key focus is on the following:

- **Predictability** in cost of operations and defined controls
- End-customer **satisfaction** (CSAT) and people (IT staff) satisfaction (PSAT or ESAT)
- Availability of infrastructure and applications
- If available, are they **performing** optimally?
- Is there enough headroom (**capacity**) to meet the growing demands of business?
- Are operations **efficient**? How to report the same to business and demonstrate continuous improvement?
- How to **transform** business to take advantage of technological advancements?

Six-Vector Equalizer:

Aggregated SLA framework



Our key levers to deliver managed services:

- **Technology domains:** Classified into Systems, Storage, Network, Security, Database and Applications
- **Technical skills:** Defined by each technology domain. For example, in systems - Open systems (Wintel, Linux Flavors / Solaris), Mid-range series etc.
- **Tiers of support:** As recommended by ITIL/ ITSM Standard (ISO 20000) – L1 – L2 – L3
- **Service level agreements:** With well-defined key performance, critical performance and strategic performance indicators
- **Volumes:** Based on a mutually defined measure of unit. For example, number of incidents, configuration items, or devices etc.
- **Coverage:** Starting from specified business hours to 24x7 on the wall clock.

The appropriate baseline across these levers have either a direct or indirect impact on the end-result. We pride in deriving the right baseline as applicable to your IT landscape and business demands. We commit to guaranteed ROI/TCO based on a deep-dive portfolio analysis.

MWatch™: Integrated service delivery platform

We help gain insights and perspective (visibility) across infrastructure and applications

The advent of virtualization, cloud computing, big data and the tools that support these technologies have resulted in complex IT infrastructures. To further complicate IT visibility, a lack of integration between IT tools leads to diverse siloes with isolated and proprietary data sets. Without gaining visibility across the entire infrastructure, IT decision-makers have no way of understanding issues that create inefficient processes and escalate IT costs-or identify opportunities for greater productivity.

MWatch is our integrated IT infrastructure management and service delivery platform that enables end-to-end infrastructure visibility needed to gain insights and improve overall IT efficiency. The solution intelligently monitors networks, servers, applications and other infrastructure components, making it easy to optimize IT performance, streamline workflows and eliminate unnecessary expenditures. By integrating service desk, incident, problem management and other workflows, MWatch enables cost reduction with auto discovery, auto remediation, and automation of standard tasks and solutions.

Shift-left of IT operations



Real-time Automation

Secured & auditable access



Integrated & Real time Dashboard



Integrated with existing tools

Zero cost of ownership



Benefits of an integrated platform

MWatch helps companies gain insights and reduce costs through:

- End-to-end monitoring enables visibility to maximize application and infrastructure performance and reduce costs
- Automation reduces time and cost with auto discovery, auto remediation, and automation of tasks and standards
- Flexible architecture helps integration with existing tools to protect IT investments
- White label service Portal allows alignment with client brand, and look and feel
- Integrated reporting delivers insights to enable informed decisions

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About Mindtree

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there.