



Business-friendly Solutions



CASE STUDY

Cloud Managed Services and ServiceNow Support



ABOUT THE CLIENT:

Client is the largest multinational bottling company in Europe

The Multinational Bottling company was facing challenges to manage the Cloud operations with the existing team. The Client also needed a partner to provide BAU support for ServiceNow. ITC Infotech has provided end to end cloud life cycle management to their Cloud environment effectively along with right level of security and cost efficiency.

Client Challenges

- Cloud environment's security standards not in line with the organizational IT security policy
- Early stage in the cloud adoption and operational process still evolving
- Needed a cost-efficient cloud lifecycle management
- Wanted ad-hoc development on the ServiceNow platform



ITC Infotech Solution

➤ Security

- Secure Azure workloads by applying security standards and policies to remediate vulnerabilities and efficient operation
- Adopted Azure Zero trust security framework and best practices

➤ New Services / Automation

- Pilot deployment of Azure Virtual Desktop
- Adapted latest and recommended technologies and solutions
 - Landing zone setup via Azure DevOps
 - Event hub with Splunk integration
- Migration of AWS workspace to Azure AVD
- Automation of patch management
- Extended support from ITC Infotech's Cloud center of excellence for innovation and continuous improvement

➤ Optimization

- Provided latest Azure services
 - Resource tagging
 - Azure DevOps services using Biceps templates for IaC
 - Azure Firewall deployment in place of Palo alto virtual appliance
 - Azure Event Hub with Splunk integration for logs monitoring
 - Effective use of Management groups & Azure Policies
 - RBAC optimization
 - Azure Subscription democratization
- Deploy Cloud efficiency program to optimize the resource utilization and minimize run cost
- Adopted Well architected framework, enterprise scale landing zone
- Leveraged Shared services model to support cloud operations

➤ ServiceNow Support

- Established IT service support management processes through ServiceNow platform
- Delivered SLA based service to assure business availability and commitments
- Provided Incident, Service Request, Service Catalog implementation
- Ad-hoc developments - AT&T E-bonding inventory, SCCM 2016, Agent Workspace

Business Benefits

- Improved Security and compliance of the Azure environment
- Deployment of Enterprise scale landing zone for design standardization
- Automated patching of servers in Azure environment brought more efficiency in the environment
- Scalable slab-based Cloud Ops support model optimized services support cost by 25%
- Adoption of Azure Hybrid, right sizing, Cloud Governance achieved 20-25% resource cost benefits
- Addressed the security vulnerabilities
- Reduced P1 incidents and optimized ticket flow by 50%

ITC Infotech being a ServiceNow Partner, as well as Microsoft partner has the expertise to render the desired ServiceNow Support as well as manage the cloud services, bringing in efficiencies and economies of scale.



About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.

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