

```
elif operation == "MIRROR_Y":  
    mirror_mod.use_x = False  
    mirror_mod.use_y = True  
    mirror_mod.use_z = False  
elif operation == "MIRROR_Z":  
    mirror_mod.use_x = False  
    mirror_mod.use_y = False  
    mirror_mod.use_z = True  
  
#selection at the end -add back the deselected modifier object  
mirror_ob.select= 1  
modifier_ob.select=1  
bpy.context.scene.objects.active = modifier_ob  
print("Selected" + str(modifier_ob)) # modifier ob is the active ob  
#mirror_ob.select = 0  
#one = bpy.context.selected_objects[0]  
#bpy.data.objects[one.name].select = 1
```



# Infrastructure Management Services

**Success Stories**

# Managed Infrastructure Services

For a Leading  
Financial Services  
Company in US

## Digital Secured Infrastructure Delivered



An End To End Remote  
Infrastructure Management  
and L1/2 Services



Well Documented Procedures  
And Knowledgebase  
Maintenance



Year-over-Year Productivity  
Gains



Value Added and Transformation  
Services in ITSM, Patch  
Management, DR/BCP  
Assessments

### Strategy & Objectives

- Reduce Cost of IT Operations
- Identify Suitable Partner who can Provide both Operational and Transformational Capabilities
- 24/7 Operations with Proper Handover Between Teams
- Improve and Optimize Service Management & Governance

### Solution

- IT Service Desk With A US Toll Free Number
- 4000+ Ticket Closures / Month
- Support for Server, Applications, Storage, Network, Backup, ATMs, VoIP And Databases
- IT Infrastructure Remote Services With SLM

### Enablers

- Business Continuity Assured NOC Services from Two Delivery Locations in India
- A Robust Service Transition Framework with Minimal Disruption to Business
- ITIL Framework Aligned Service Delivery
- Well Defined Governance & Quality Focus with Productivity Improvements & CSI



# \_ Managed Cloud Services

**For A US and UK  
Based Leading Online  
Jewelry Store**

## Digital Secured Infrastructure Delivered



Decreased Response and Resolution Times



Consistent NOC and SOC Operations



Increased Uptime with Better Visibility Leveraging Happiest Minds Managed Services Platform (ELLIPSE)



Cost Optimized 24/7 Shared Support Model

### Strategy and Objectives

- Overcome Limited AWS Support from a Previous Vendor
- Gain End to End Support for Applications Running on AWS from a Suitable Partner
- Improve Response and Resolution Times for Critical Application on Cloud
- Improve Service Availability and Business Continuity

### Solution

- Transition Team Quickly Moved Services from Incumbent Vendor
- Well Documented SOPs for Deployment And Releases
- Tool Integration With AWS For Infrastructure And Application Health Monitoring.
- L1-L3 Middleware, Database And Aws Managed Services

### Enablers

- Shared Cloud Operations Model to Optimize Costs
- Multi-tenant Capable Managed Services Delivery Platform for Monitoring and IT Service Management
- A Well Defined Transition Plan to Migrate Services from Incumbent
- Automation for AWS Infrastructure Provisioning/De-provisioning and Release Management

# Managed Infrastructure Services

For A Leading  
Insurance Company  
in India

## Digital Secured Infrastructure Delivered



End To End Remote Infrastructure  
Management and Facility  
Management



Analytics Driven CxO Dashboard for  
CIO And IT Admins



Well Documented Procedures And  
Knowledgebase Maintenance



ITIL V3 Compliant Process And  
Reporting, Flexibility And  
Transparency In Service  
Governance

### Strategy and Objectives

- Reduce IT Operations Costs
- Hive off Their Remote IT Services to an Able IT Partner to Help them Maintain the Current Infrastructure and to Help them in their Project & Transformation Initiatives
- Gain Insights into IT Operations

### Solution

- Business Application Access Management, IT Asset Management, IT Remote Support, End User Support Services
- Anti-Virus & Patch Deployment
- Privileged Information Management
- Hybrid Delivery Model
- ELLIPSE Platform for Monitoring & Management

### Enablers

- Hybrid Model IT Service Delivery
- ELLIPSE Platform Capabilities to Address Infrastructure and Application Health Monitoring and Dashboarding
- Advanced Patch Management Tool with Vulnerability and Compliance Dashboard Capabilities

# Next Gen Network Operations Centre

**For An Innovative  
Next-Gen Telecom  
Services Provider  
Based in US**

## Digital Secured Infrastructure Delivered



Improved SLA Resulting in  
Improved CSAT and NPS



Enhanced NOC Operations  
And Proper Visibility into Day  
To Day Operations



Process Automation and  
Integration Resulted In  
Improved MTTR



Reduced Costs By 25% while  
Providing Higher Level Of  
Services

### Strategy and Objectives

- Identify a NOC Services Provider who Can Provide Visibility into Day to Day Network Operations  
Improve NPS Score Which was Impacted by Delayed Responses to Network Incidents and Request
- A Partner who can Deliver Coherent Level 1 / 2 / 3 Support Services
- Improve NOC Processes and Integration Between ITSM and NMS Tools

### Solution

- Level 1 / 2 / 3 NOC skilled staff with end to end ownership
- Refreshed and optimized ITSM processes and Tools integration between ITSM, NMS and CMDB
- Refined SLA and Governance Model
- Long term road-map for NPS improvement

### Enablers

- SWARM Model for L1/2/3 NOC
- A Robust Transition Model with a Strong Governance to Complete a Successful Transition of NOC from Incumbent to Happiest Minds
- NOC Process Optimization and Showcasing Next-Gen NOC Capabilities



# Managed Services

For a Global Professional Services Company Specializing in Tax, Accounting, HR & Payroll Processes

## Digital Secured Infrastructure Delivered



SLA Driven IT Operations With End-to-end Ownership



Flexibility And Transparency In Service Governance Along With Y-o-y Productivity Gains



Infrastructure Modernization and Standardization



Higher Agility and Easy Introduction of Next-gen and Cloud Based Services

## Strategy and Objectives

- Complex & Legacy IT Environment With Users Spread Over 80 Countries and 130+ Locations Supported by Distributed IT Teams
- Optimize Cost of IT Operations
- Overcome Ad-hoc Service Management Governance Challenges
- Address Needs of Technology Transformation and Technology Refresh for DC and End User Computing

## Solution

- SLA Based Managed Services with 24x7 Support
- Global Delivery Model for 1200+ Servers, 8 PB Storage Capacity, 7500+ End Users
- Support for Infrastructure Standardization and Modernization Projects
- Standardized IT infra from End User Environment to DC virtualization, Storage & Backup, Network and Security Infrastructure

## Enablers

- FLEX Model to Address Needs of Transformation Projects
- Ability to Address Infrastructure, Security and Business Application Modernization with Complete Ownership
- Transformation Capabilities Covering DC/DR/Cloud/End User Services/Network/ITSM/ITOM