happiest minds
The Mindful IT Company
Born **Digital** . Born **Agile**

Digital Ready IT Infrastructure Services

OVERVIEW

Rapid technology shifts and innovations are creating new business imperatives. Businesses are adopting Digital technologies to build new and innovative business models, reduce time-to-market, optimize business processes, empower their workforce and personalize customer experience. Aligning IT to the business is key to the success of an organization that is on the Digital journey. IT infrastructure has a key role in enabling this Digital journey when it aligns to the following priorities and outcomes:

AGILE INFRASTRUCTURE

- Automation Driven Agility
- Streamlined Workflows
- IT Operational Intelligence

EMPLOYEE PRODUCTIVITY

- Enabling New Ways of Working
- Effective Team Collaboration
- Employee Retention

CUSTOMER EXPERIENCE

- Omni-channel Experience
- Analytics Driven Insights
- Increased Customer Loyalty

SECURITY & COMPLIANCE

- Real-time Threat Management
- Protect Brand Reputation
- Lower Risk to Business

Happiest Minds' Managed Infrastructure Services is a comprehensive, integrated suite of services to manage an Enterprises' distributed and Hybrid IT environment as a single entity with single point-of-accountability.

DERIVED BUSINESS VALUES FROM OUR SERVICES

Cost Effective – Standardized services with focus on Y-o-Y productivity gains

End-to-End Visibility – Unified visibility across private/public/hybrid infrastructure enabled by advanced analytics

KPIs & Metrics – Business centric KPIs & metric measurements

Automation Driven Agility – Faster time-to-market and enhanced user experience through IT process automation

Technology Transformation – Comprehensive suite of consulting and transformation services that enable Digital journey

Flexible Engagement Models – Engagement and pricing models tuned to the business requirements

SERVICE OFFERINGS

Managed Infrastructure Services

Happiest Minds managed infrastructure services consist of comprehensive and modular services components that covers:

STANDARD

- Service Desk and NOC Services
- Infrastructure & Application Monitoring
- L1/2/3-Tiered Support
- Vendor Management
- Asset Management
- Custom Dashboards & Reports

ENHANCED

- AIOps Enabled IT Operations
- Hybrid Cloud Management
- Advanced Patch Management
- DevOps Integration

ADVANCED

- Infrastructure Automation and Orchestration
- Robotic Process Automation
- DevSecOps Integration

We leverage ELLIPSE - a Next-Gen Managed Services Delivery Platform to provide multiple service tiers to deliver high value solutions to customers.

Infrastructure Consulting & Assessment Services

We offer a comprehensive Infrastructure Consulting and Assessment Services by performing an in-depth analysis of the AS-IS state, gap analysis and developing a comprehensive high-level plan for the Build and Run Model for the TO-BE state of IT infrastructure.

AS-IS State Assessment

- Data Collection & Baseline of Existing Infrastructure Covering Cloud, Data Center, End User Computing, Network and Collaboration Technologies
- Scale, Scope, Performance and Capacity of the Current Infrastructure
- Infrastructure Monitoring and Management Processes and Tools
- People, Skills and Team Structures
- Business Priorities that need IT Infrastructure Alignment
- Application Dependencies
- Standard Operating Procedures

TO-BE State IT Infrastructure

- Quick Wins and Long-Term Improvement Plans
- Infrastructure Strategy and Transformation Roadmap
- Adoption of New & Emerging Technologies
- Architecture and High-Level Designs
- Migration and Implementation Plans
- Indicative Timelines and Costs
- Tools, Processes & Skill Enhancements
- Recommendations for Infrastructure Optimization
- Recommendations for IT Service Management and Operational Enhancements

Cloud & Data Center Services for Public, Private and Hybrid

We offer a comprehensive and end-to-end Cloud and DC Infrastructure services to ensure seamless migration of application workloads, monitoring, management and optimization of Cloud, DC or a Hybrid Cloud infrastructure scenario.

Advisory & Assessment

- Infrastructure Assessment
- Application Portfolio Analysis
- ROI – Business Case
- High Level Architecture
- Migration Strategy & Planning
- DR/BCP Consulting

Build, Deploy, Integrate & Migrate

- DC/Cloud Build
- Proof of Concept
- Integration
- Migration

DC & Cloud Automation

- Self-service Portals
- Infrastructure Orchestration & Automation
- DevOps Integration
- IT Consumerization

Managed Services

- DC & Cloud Management
- 24/7 Monitoring Support
- Level 1/2/3 Support
- Custom Dashboards & Reports
- Optimization of Cloud & DC Capacity

Smart and Secure Workspace

We ensure device-agnostic digital experiences with anytime, anywhere and location-independent access to users. We follow a comprehensive and user-centric approach focused on:

01 **Enabling new ways of working**

02 **Faster decision making through effective team collaboration**

03 **Higher employee experience**

04 **Securing user devices and data**

Consulting and Design

- Digital workspace transformation analysis and approach
- Workspace service integration
- Cloud adoption opportunity identification
- End-user and device analysis
- Identification of key automation opportunities

Build and Migrate

- Detailed environment assessment
- End-user persona mapping
- Solution design and planning
- Service implementation
- Cloud adoption and migration

Manage and Automate

- End-user service operations
- Level 1/2/3 support
- Custom reports and dashboards
- Continual service improvement
- Enhance automation adoption

Service Automation: ITSM and ITOM Tools Services

Our ITSM and ITOM practice possess a wealth of experience in supporting ITSM and ITOM solutions across Enterprises of various verticals and maturity levels with the following offerings:

Advisory and Assessment

- Technical Consulting
- RoI and UX/EX Driven Recommendations and Roadmaps
- Tools Consolidation
- Environment Assessment & Upgrade
- Process Consulting

Implementation and Customization

- Implementation Services
- Customization & Automation Services
- Service Integration
- ITSM / ITOM Tool Upgrades

Maintenance & Operations

- Implementation Services
- Customization & Automation Services
- Service Integration
- ITSM / ITOM Tool Upgrades

Network Lifecycle Services

We provide a full spectrum of Network Services for the Enterprises through its Consulting, Integration & Deployment and Managed Network Services capabilities coupled with partnerships with the leading vendors in the Network space.

Consulting Services

- Network Maturity Assessment
- AS-IS Maturity Modeling
- TO-BE State Recommendations
- Network Planning & Design
- Strategic Planning & Roadmap
- Adoption – SDN / Cloud / Tools
- Solution Architecture
- Deployment/Migration Planning

Integration and Deployment

- Network Design
- Network Architecture
- High Level & Low-Level Designs
- PoC & Pilot
- Network Deployment & Migration

Managed Network Services

- Network Operations Center
- 24/7 Monitoring & L1/2/3 Support
- Operational Support for LAN, WLAN, WAN and Security Devices
- Unified Communications
- Performance, Availability and Capacity Management

Optimization Services

- Network Refresh Services
- Traffic Analysis
- Site Consolidation
- BCP and DR Setup
- Network Automation
- Process Optimization
- NMS Tools & Process Optimization

Data Base & Middleware Services

We offer full spectrum of services covering consulting, designing, implementation, support and optimization services.

Consulting

- Solution Designing
- Performance Tuning
- Auditing Solutions
- Backup and Recovery Solutions

Implementation and Migration

- Implementation Services
- Migration Services
- Integration Services
- Upgrade Services

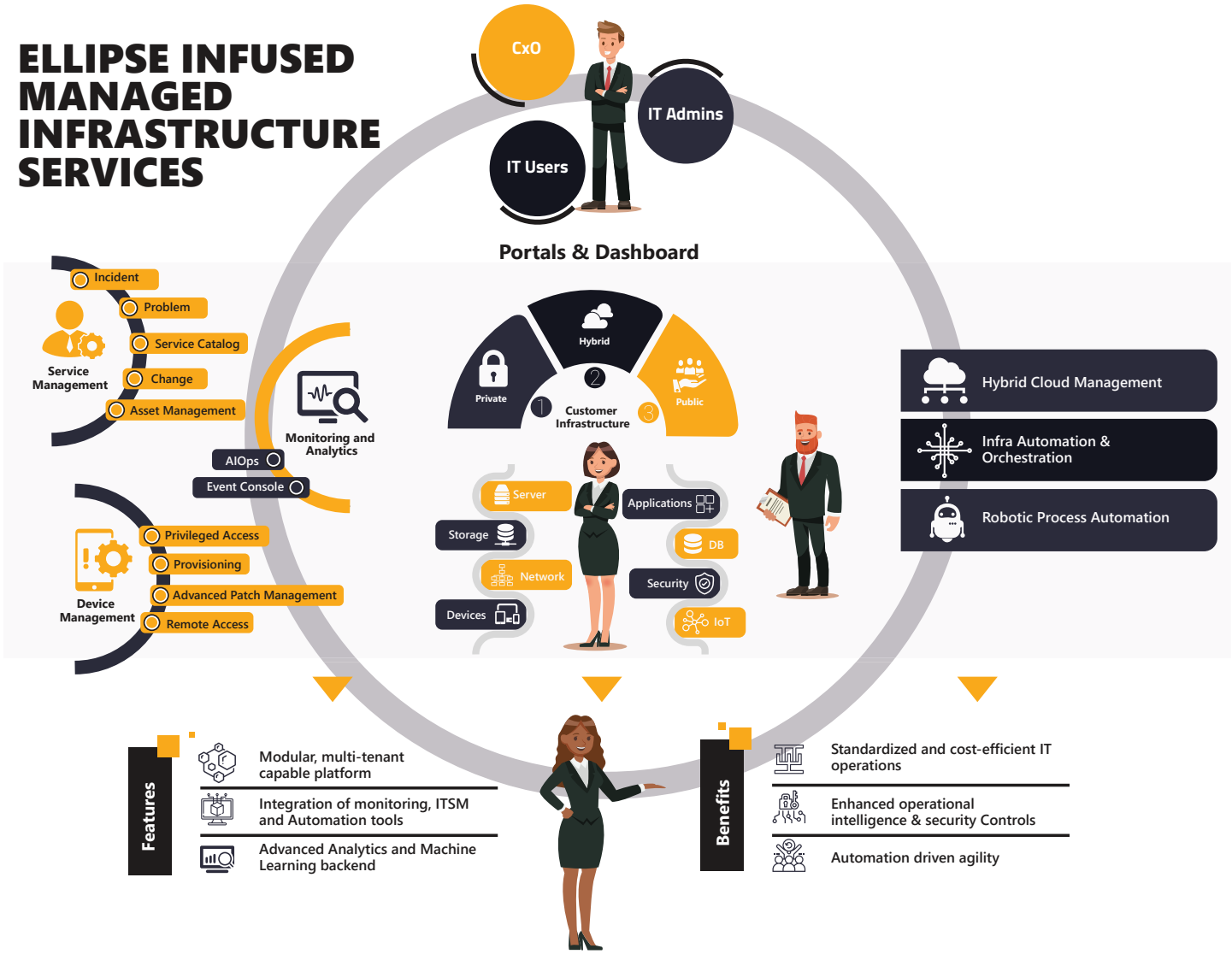
Support / Manage

- 24/7 & 8/5 Support
- DB Support Services (L1, L2, L3)
- Middleware Support Services (L1, L2, L3)
- Application Support (L1)

SOLUTION SUITES

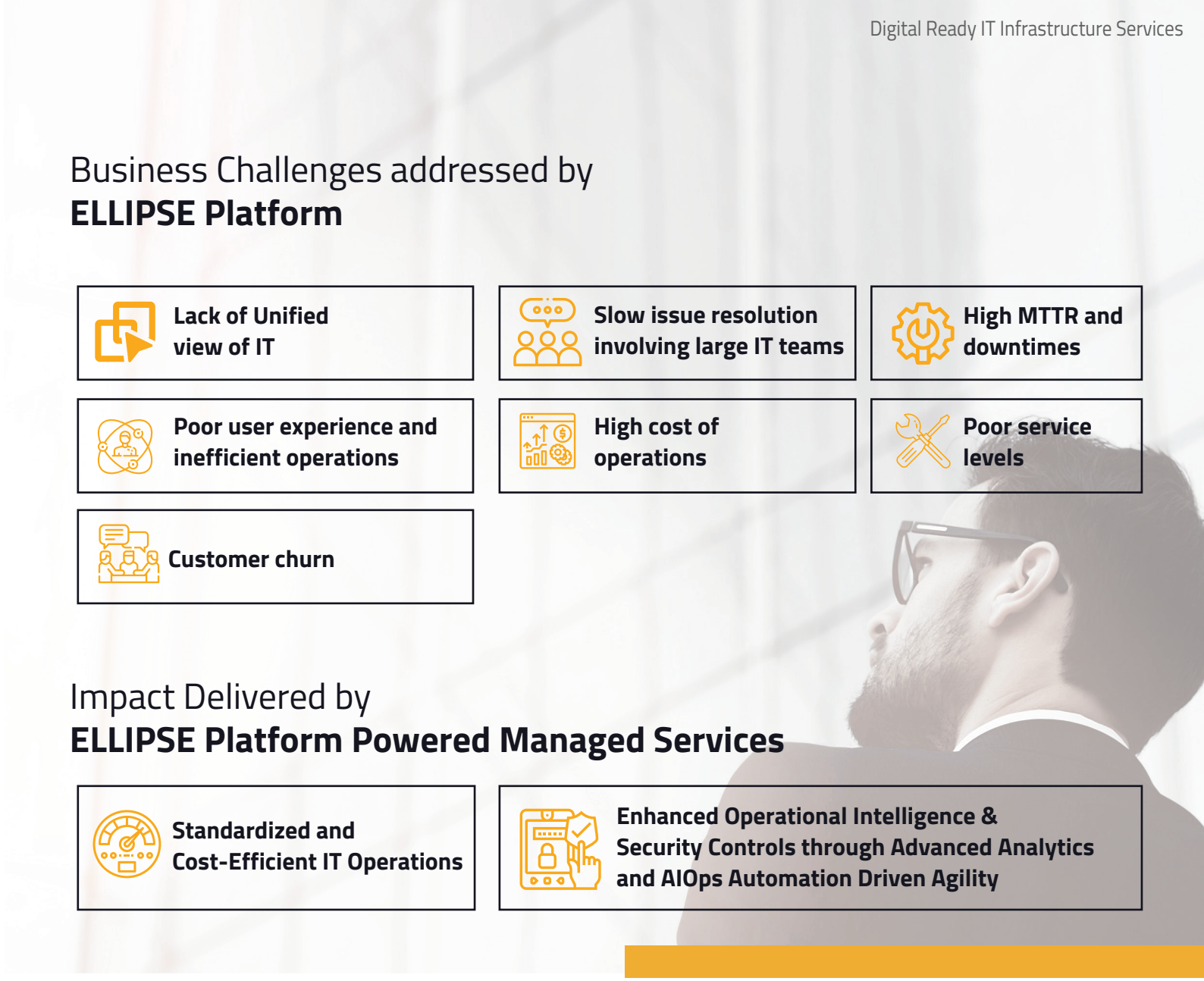
ELLIPSE Platform

Next-Gen managed services platform for managing and enabling agile and secure hybrid IT infrastructure. It solves issues such as operational complexity, lack of unified IT visibility and actionable insights, poor user experience, low IT service levels, customer churn and revenue leakage that traditional IT infrastructure tools fail to address.



Business Challenges addressed by **ELLIPSE Platform**

- Lack of Unified view of IT
- Slow issue resolution involving large IT teams
- High MTTR and downtimes
- Poor user experience and inefficient operations
- High cost of operations
- Poor service levels
- Customer churn



Impact Delivered by **ELLIPSE Platform Powered Managed Services**

- Standardized and Cost-Efficient IT Operations
- Enhanced Operational Intelligence & Security Controls through Advanced Analytics and AIOps Automation Driven Agility

KEY SKILLS AND PARTNERSHIPS

Cloud Infrastructure	Workspaces	Networking	Tools & Automation
Azure	Microsoft	Cisco	ServiceNow
amazon web services	VMware	Check Point Software Technologies Ltd.	ManageEngine
VMware	Citrix	paloalto Networks	BMC Software
Google Cloud	Flexera	Fortinet	CloudFabrix
Red Hat	G Suite	F5	CloudFx
Microsoft SQL Server	Lakeside	Juniper Networks	CloudCheckr
Oracle		VMware	SolarWinds
MySQL			Micro Focus
Cloudera			Nagios
Cassandra			CA
MongoDB			Chef
TIBCO			Ansible
IBM			HashiCorp
Dell EMC			Puppet
Hewlett Packard Enterprise			

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About Happiest Minds Technologies

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, Blockchain, Automation including RPA, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, The Netherlands, Australia and Middle East.

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