

## A CASE STUDY

# Workspace Transformation and Managed End User Support Services

A non-profit organization with a mission to address the opportunity divide by empowering young adults to reach their full potential.



#### SOLUTION

- Consulting & assessment of AS-IS state and a TO-BE states, seamless transition of managed services & service desk
- Identify right hosting provider to move the IT infra-applications to reduce management costs

Consolidate infrastructure applications such as AD, messaging, and collaboration

ELLIPSE platform-based end-user management solutions

Deploy new anti-virus solution, integration for SSO, MFA & Enhance 0365 security

End-to-end capabilities in end-user computing, directory services, messaging and unified communications

Expertise in both application and infrastructure services transformation and management

 Tool driven assessments to accelerate data capture and analysis, fully remote transition services

## **STRATEGY & OBJECTIVES**

- Enhance the end-user experience with simplified service desk and provisioning of end-user Services
- Restructure and modernize the current IT infrastructure facilities for better management
- Reduce operational costs associated with service desk, applications, and infrastructure management/maintenance
- Enhance end-user experience
- Improve endpoint and end-user data security



## **DIGITAL SECURED INFRASTRUCTURE DELIVERED**



Roadmap for infrastructure stability and enhanced security with latest technologies in place to support 4000+ users (Students + Staff)



Cost optimized with infrastructure relocation & reduction in operational locations





Simplified and enhanced user experience and student life cycle management



Enhanced security & management for infrastructure aligned to business strategies

#### Business Contact business@happiestminds.com

#### About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality

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