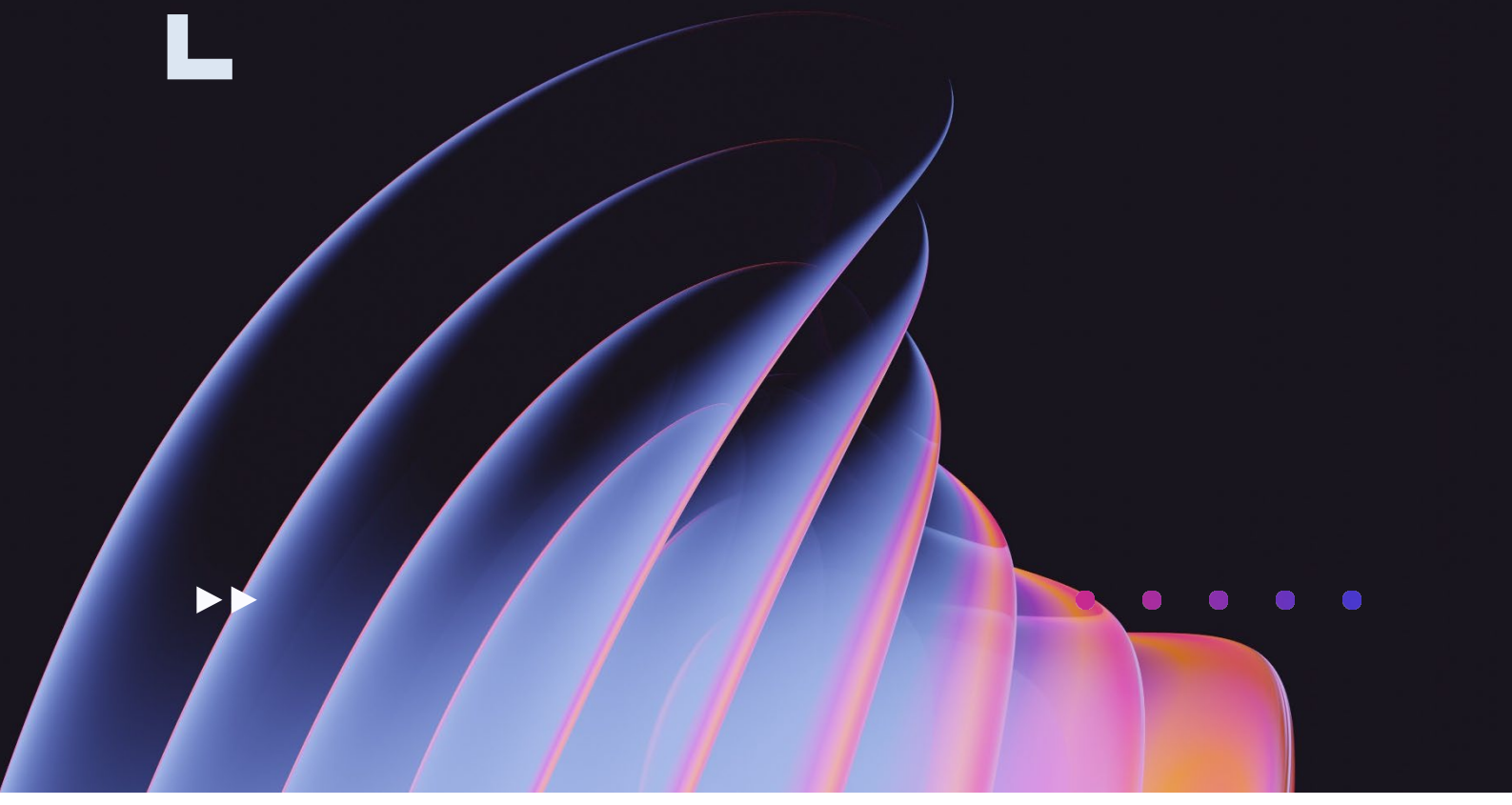
THIRD EYE ADVISORY™

TECH mahindra

White Paper

Accelerating Digital Transformation and Reducing TCO with a Unified Cloud Management Platform



Executive Summary

Managing hybrid multi-cloud environments is complex and can impact the success of digital transformation efforts. Key challenges in hybrid multi-cloud governance include:

- Enforcing consistent security policies across different cloud providers.
- Ensuring regulatory compliance.
- Controlling costs across multiple cloud platforms, quota management, and implementing effective thresholds and alerts.
- Integrating existing tools and technologies across multiple cloud environments.
- Introducing the latest automation and AI/ML capabilities.

A unified cloud management platform addresses these issues, offering businesses a simple and effective solution to manage hybrid multi-cloud environments.

Introduction

The digital transformation market is growing rapidly, projected to reach USD 3.9 trillion by 2027 (Statista 2024 data). Cloud adoption is pivotal to accelerating this journey. Enterprises operate in hybrid multi-cloud environments today, combining private clouds, on-premise data centers, and edge clouds as part of their comprehensive IT ecosystem. While this approach offers significant business value, it also introduces challenges like cost overruns, application dependency complexities, and the need for better orchestration and governance.

Most organizations typically begin their cloud journey focusing on operational efficiency and cost control, progressing towards innovation through self-serve capabilities and rapid scaling. Finally, they transform their operations with external collaborations, AI-driven processes, and data-driven experiences. However, managing this journey demands robust tools and strategies to overcome hurdles such as:

- Managing financial unpredictability as cloud spending surpasses initial expectations.
- Understanding application dependencies that cause delays in cloud adoption.
- Managing multiple systems across a hybrid multi-cloud environment complicates orchestration, administration, and support requirements.
- Shifting workloads dynamically between clouds, and existing and new tools for managing hybrid multi-cloud systems are driving customer demand for better aggregation, integration, customization, and governance throughout the cloud adoption lifecycle.

This trend is continually evolving.

Driving Hybrid Multi-Cloud Success with Unified Cloud Management Platform

An enterprise customer's cloud adoption journey involves various phases, each demanding various tools and services. Customers often face problems related to a lack of business visibility, minimal empowerment, and complex IT operations. A unified cloud management platform, designed with the above in mind, simplifies business processes, accelerates cloud adoption, and reduces the total cost of ownership (TCO).

A unified cloud management platform provides:

Visibility: Role-Based Access Control (RBAC) offers customized views for stakeholders, offering drill-down insights across various levels.

Cost Control: Compares costs across multiple cloud providers/services and integrates billing systems to improve governance through showback and chargeback mechanisms.

Integration: Supports existing tools while enabling the adoption of new technologies, ensuring efficient resource allocation, risk mitigation, and successful digital transformation.

Simplification: A single portal for cloud products/services selection eliminates the need for multiple system logins, streamlining administration and support.

Centralized Management: Delivers independent or multiple services, large-scale cloud provisioning with normalized access, billing, support, service level agreements (SLAs), security, and centralized management.

Our Cloud BlazeTech: A Future-Proof Integrated Cloud Platform

Cloud BlazeTech is an end-to-end, comprehensive cloud management platform with integrated cloud migration, cloud-native operation, and a self-healing governance model. Cloud BlazeTech includes everything from consulting and defining the cloud roadmap to setting up the platform, migrating, modernizing, operating, and optimizing the hybrid cloud.

It supports bi-modal infrastructure transformation and helps enterprises accelerate to a cloud-native environment. Additionally, the platform also integrates with hybrid cloud platforms to provide industry-specific pre-built cloud-native solutions for faster business outcomes.

Cloud BlazeTech offers several benefits to enterprise customers:

Custom cloud services, accurate planning, and optimized resource utilization result in up to 30% cost savings.

Streamlined processes, SLAs, and right-sourcing improve task performance success with a remarkable 30% acceleration in time to market.

Cloud BlazeTech is built on common-cloud architecture principles and frameworks that leverage industry-standard cloud management platforms which are technology and service provider agnostic.

We as an experienced Global Services Integrator (GSI), offer pre-certified architecture and solution Stacks (2000+ ready-to-use integration packs for automation and a library of service catalogs) in Cloud BlazeTech.

Key features of this platform include:

Comprehensive
Addresses every aspect of Public Cloud adoption from initial TCO analysis, Platform Engineering, Workload modernization, Program governance as well as developing new solutions and promoting innovation

Modular & Flexible
Allows to selectively prioritize features of Cloud BlazeTech depending upon business needs and Cloud adoption maturity. This also allows to integrate with any of the existing technologies / systems / processes of the customer

Persona-driven
Access to various modules of Cloud BlazeTech are configurable based on predefined roles in the Cloud Transformation program.

AI Enabled
Leveraging TechM and Partner developed AI solution for Predictive assessment and deep insights result in Efficient Operations, optimized resource utilization and future planning.

Pre-fabricated & Integrated
Cloud BlazeTech is designed to significantly improve the efficiency of executing the Cloud Transformation programs.
Tightly integrated modules ensure seamless flow of information and brings transparency across all relevant stakeholders

Multi-Cloud
Cloud BlazeTech facilitates single pane of glass for managing the physical and virtual workloads across on premise, Co-Lo and public Cloud platforms

Sustainability
Cloud BlazeTech addresses sustainability by automating and intelligent resource allocation that helps to minimize waste and optimize usage, contributing to a Sustainable IT.

Self Service
Cloud BlazeTech enables IT-users to perform cloud operations independently without requiring extensive technical support from Admin teams, accelerating their cloud migration and management

Tool and Vendor Agnostic
Cloud BlazeTech platform supports vendor agnosticism by allowing customers to leverage the best breed solutions for required capabilities without being locked into a single vendor

Fig 1: Cloud BlazeTech Key Features

Cloud BlazeTech Advantages

Cloud BlazeTech is a comprehensive, modular, persona-driven, cloud management platform, built with applicable frameworks and industry-quality standards. It provides end-to-end cloud solutions - from consulting to cloud roadmap, platform setup, migration, modernization, management, operations, and optimization of a hybrid multi-cloud environment.

Modular Approach

Depending on where the customer is in their cloud adoption journey, their support requirements are grouped into Day -1, Day 0, Day 1, and Day 2. Based on that, the four key modules of the platform - **Advisory, Migration & Modernization, Platform Engineering, and Operate & Optimize**, each equipped with frameworks, templates, and accelerators, are customized.

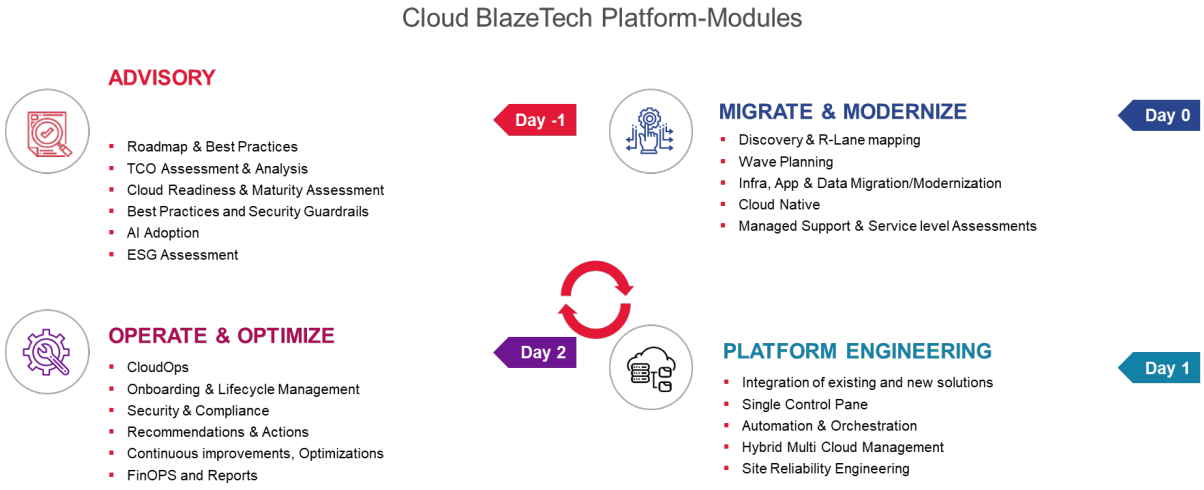


Fig 2: Cloud BlazeTech Modules

This modular design approach offers flexibility and adaptability, allowing enterprises to integrate new functionalities seamlessly. The pre-built catalog repository is customizable to fit specific customer processes, technical needs, industry standards, and personnel requirements. Additionally, the platform enables customers to assess cloud risks and define, enforce, and monitor cloud governance policies.

Use of Gen AI and Automation

Cloud BlazeTech's advanced Gen AI and automation capabilities offer predictive analytics, zero-touch operations, and insights, enabling enterprises to improve operational efficiencies, save costs, anticipate potential issues, and make informed strategic decisions.

Carbon Footprint and Cost Savings

Cloud BlazeTech's features like automated discovery and migration accelerators speed up timelines by 30%. It also tracks carbon footprint, and energy consumption helping businesses remain more energy-efficient. Cloud BlazeTech's FinOps and optimization recommendations and sustainable IT practices deliver up to 30% cloud cost savings.

Value Realized: Cloud BlazeTech Client Success Stories

Here's a snapshot of how Cloud BlazeTech positively impacted customers:

Customers	Pain Points / Needs	Value Delivered
Largest Prof Consulting, Assurance & Tax Company	Lack of Spend and usage visibility Lack of a custom and contextual monthly reports	Monitoring ~ 5,000+ subscriptions Processing ~ 25M+ records a month Savings of $8.4M per Annum
Leading Life Insurer in APAC	Migration of 200 applications running from 6 DCs onto Microsoft Azure	~54% Cumulative Azure Consumption savings ~35% Automation for increased efficiency
Leading American Healthcare Company	Faced difficulty in management and upkeep of their large infrastructure and application portfolio. Wanted to improve speed-to-market and remain competitive	$3M+ Cost Savings, 42 % TCO realized, 400+ Apps migrated to public cloud, Post migration support for 350+ apps. 50+ Automation Cookbooks developed for accelerated migration
American Multinational Conglomerate	Fixed Deadline to reduce the datacenter footprint by moving app to Cloud with Application Decommissioning, Migration(MS), Consulting, Architecting, Design with Optimized Transformation	Leveraged cloud migration framework (MAC) to migrate 355 applications and 3000+ servers & Implemented automated BOTs $11Mn YoY Cost savings & Reduced the Total Cost of Ownership
Tier 1 Telco in US	Migrate/Modernize 1500+ applications. Reduce operation cost and TCO	35 % operation cost reduction in 18 months. 40 % TCO reduction. Increased Visibility across Hybrid Environment
Leading Grocer in US	IT Service Management improvements. Accelerate time to market.	35% improvement in MTTR and 30% faster release time to market

Fig 3: : Cloud BlazeTech Case Studies

Tech Mahindra's Partner Ecosystem

Strategic partnerships with Public & Private cloud service providers, OEMs, and technology vendors strengthen our position in hybrid multi-cloud management. Based on such strategic alliances with a vision for go-to-market strategies, we offer a wide range of cloud solutions, flexible deployments, a strong geographical presence, and a clear investment strategy for sustainable business growth and customer success.

Third Eye's Perspective

A Third Eye study of Cloud Strategic Impact Metrics in the US/North America finds that enterprise leaders across sectors are focused on productivity, efficiency, cost savings, optimization, financial, speed, and agility-related impact metrics for measuring cloud technology investment outcomes.

Tech Mahindra's Cloud BlazeTech helps customers improve performance in these strategic impact metrics.

- The platform offers a single, comprehensive, future-proof unified cloud management environment to accelerate cloud transformation journeys. With a highly modular design, it enables the dynamic/ composable cloud vision of an enterprise. This gives them the flexibility to integrate additional functionalities in their existing environment by leveraging existing tools and systems.
- As a leader in private and hybrid cloud management space, Tech Mahindra is proven in stitching end-to-end Cloud Infrastructure Management Services, across all verticals, for its global customers.
- Tech Mahindra and its strategic partners offer innovative cloud management solutions to reduce cloud expenditure and carbon footprint. Leveraging modern technologies such as AI/ML and automation, Tech Mahindra addresses concerns around cloud costs while meeting your green cloud vision and sustainability goals.

Digital transformation using cloud technologies is inherently complex, especially for enterprise customers in hybrid multi-cloud environments aiming for Zero Ops and NetZero with unified cloud governance & risk assurance. Cloud BlazeTech offers a single-window solution that seamlessly integrates people, processes, and technology. It accelerates digital transformation, reduces total cost of ownership (TCO), and ensures a smooth adoption.

END NOTES

1. Statista. (Nov 2024). Spending on digital transformation technologies and services worldwide from 2017 to 2027, Statista.com https://www.statista.com/statistics/870924/worldwide-digital-transformation-market-size/

2. Cloud Strategic Impact Metrics in the US/North America - thirdeyeadvisory.com

About the Author



Dr Sakthivel Ramaiah

Vice President, Global Head-Platforms and Solutions

Dr Sakthivel Ramaiah is a seasoned professional with over 25 years of experience in various industry verticals, specializing in Information technology-infrastructure, application, and Cloud Transformations. As VP/ Global Head of Cloud Platforms, he is responsible for developing & implementing competitive differentiators and accelerators to strengthen the value proposition in large hybrid multi-cloud digital transformation deals.

Dr Sakthivel has been instrumental in improving cloud practice & delivery maturity by building capabilities and acquiring various competency certifications across all major hyperscalers - Azure, AWS, and GCP, covering strategy, assessment, migration, Cloud Ops, DevOps, and application modernization. He has managed practice, presales, and delivery functions, and has developed strategies, frameworks, templates, and jump-start kits for various Target Operating Models. As Head of Global PMO, Dr Sakthivel has implemented several large-scale Business/Technology Transition & Transformation initiatives covering people, processes, and technology

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 149,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com/

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