

Case Study

How a global oil and gas provider reduced management expenses and improved utilization through virtualization



Virtualization for a global oil and gas major

Business Situation

The customer is the third largest global energy company with headquarters in London and customers in Europe, the Middle East and the Commonwealth of Independent States and Asia-Pacific. The customer wanted to standardize and optimize its global data centers. With differing requirements across each region, the customer's infrastructure environment was a hodgepodge of various hardware and software technologies. A lack of global standardization, and variances in utilization rates from data center to data center had created a situation in which management costs were skyrocketing, and return on investment was less than optimal.

Within its data centers, the customer managed an enormous footprint of traditional servers. After evaluating performance within each facility, it discovered that several servers were woefully underutilized. To maximize efficiency and optimize ROI, it employed a virtualization strategy.

The customer needed a partner who could:

- Help design a blueprint for its virtualization strategy, determine which technologies to implement, and lay the groundwork for a multiyear transformation;
- Take the blueprint and help with implementation and integration;
- Help manage its new virtual servers, establish standardized policies across the globe, and help its internal resources get up to speed with these new technologies

Mahindra Satyam Solution

After evaluating more than 10 potential providers, the customer selected Mahindra Satyam Infrastructure Services, a group that could meet its need for consulting, systems integration and managed infrastructure support. Its unique focus, unparalleled experience in the oil and gas industry, and deep, real-world knowledge of virtualization were among the other key factors.

Mahindra Satyam also featured:

- The ability to deliver services with an optimal mix of onsite and offshore resources using the RightSourcing™ model
- Vast knowledge and a certified resource pool in data center services
- Expertise in end-to-end infrastructure management
- Dedicated focus to internationally recognized best practices - resulting in better corporate governance and improved effectiveness and efficiency of business and IT processes
- A process-oriented approach to project management, governance and quality frameworks—enabling seamless communication between entities
- The ability to embed transformation as part of the service – helping the company better align business need with technological solutions

Case Study

With multiple data centers to manage, Mahindra Satyam proposed a phased approach to the virtualization project. Mahindra Satyam used a mix of onsite, and offshore resources to complete this project; its Chennai delivery center was primary offshore delivery location. Hardware infrastructure pertaining to applications, operating systems, servers, network, and storage were all virtualized within this facility, driving down operational costs and improving utilization.

Business Benefits

At the end of this first phase, some of the benefits to the client included:

- Server consolidation has reduced hardware and software spending
 - Hardware costs dropped 70 percent; OS instances by 18 percent
- Workloads from multiple unused machines were consolidated into a single system
- The server footprint within this center was reduced from 85 to 25 through consolidation techniques
 - 49 physical servers were consolidated into four ESX servers
- Use of Mahindra Satyam's Managed Infrastructure Services to monitor and maintain the new environment has reduced maintenance and operational cost by more than 45 percent
- Quality and process improvements have been recognized due to Mahindra Satyam's focus on ITIL procedures
- A more flexible environment has been established – decoupling business processing from physical hardware.

The Way Forward

Mahindra Satyam has moved to the second phase of the project – the client's Asia-Pacific facility, from where Mahindra Satyam will virtualize the client's entire data center footprint. As each facility is transformed, Mahindra Satyam takes over significant management responsibility. The client retains control over onsite management, with Mahindra Satyam monitoring and managing the virtual server environments via a Remote Infrastructure Management (RIM) solution.

As these engagements deepen, Mahindra Satyam will play an increasingly significant role in the company's overall IT transformation; it will help translate near and long-term business requirements into technological solutions.

Mahindra Satyam's Infrastructure Services Practice

Mahindra Satyam's Infrastructure Services Practice offers reliable and efficient IT Infrastructure solutions that include Consulting, Designing, Building, Managing, Integrating, Securing and Empowering the IT Infrastructure. Areas of global expertise include: Remote Infrastructure Management, Shared & Dedicated Hosting Services, Application Packaging, Virtualization, End-user Computing, Storage Solutions, Security, Database Services, Mobilization and Smart Cards.

The Practice has over 2,500 dedicated and certified Infrastructure experts; three Global Technology Command Centers (NOC) located in India and Malaysia providing shared infrastructure services and application packaging services; and three global delivery/data centers, strategically located in India, Singapore and USA that enable us to offer services 24x7. The Practice works closely with leading technology vendors such as Microsoft, CA, VMware amongst others and delivers reliable and efficient Infrastructure solutions to customers across 15 industries in 60 countries.

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