

Mindtree ATLAS - Application Managed Services Overview

Is IT driving your company's growth?



Technology is fueling dramatic transformations in business strategy and process. Consequently, businesses need intelligent digital solutions that can adapt to changing needs and make optimum use of available resources.

As businesses undergo digital transformation, IT plays an increasingly central role in delivering business outcomes.

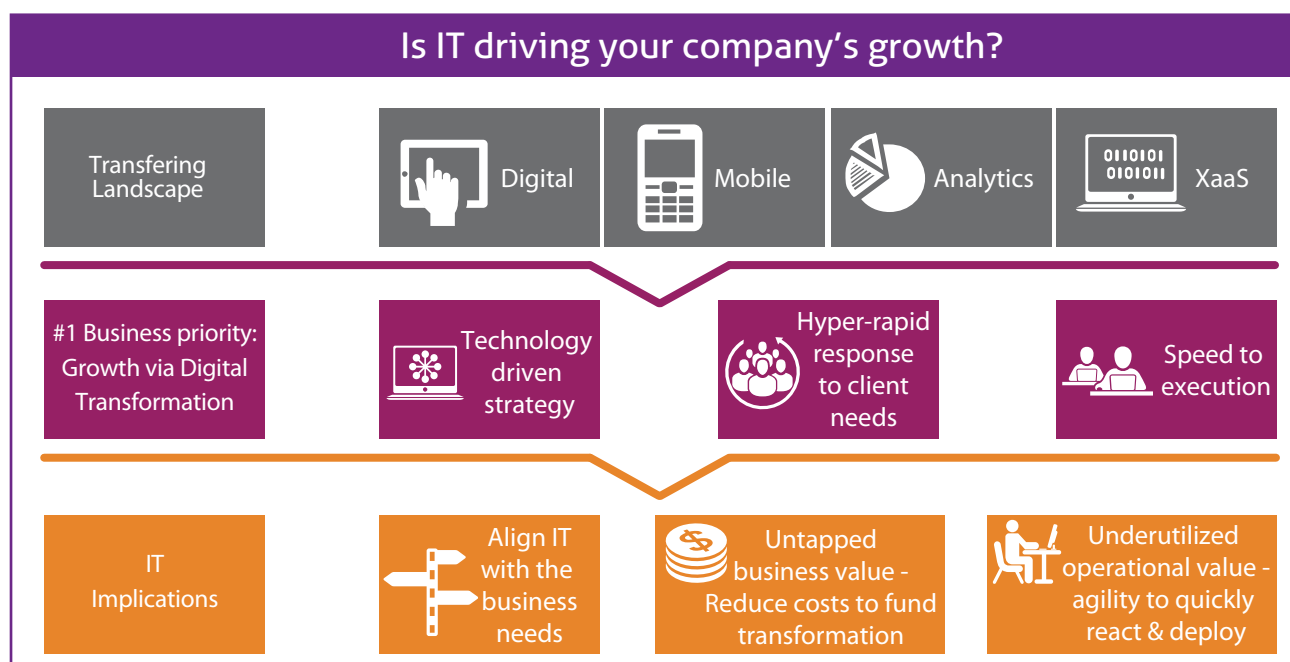
As a result, CIOs face big challenges. They need to be nimble to handle the faster pace of change, and manage services without skipping a beat. They need to support continual business growth while managing ever-shrinking budgets. But, after many years of TCO reduction initiatives, the low hanging fruit is gone. Yet the assumption remains that IT can continue to lower costs by 10-20% each year, even though they need to deliver ever more expensive, complex applications that are time-consuming to acquire, integrate, configure, monitor and optimize.

Moving the management of applications outside the company is one way to address the situation, but until recently, transforming application services was tantamount to offshoring. Cost reductions were achieved

primarily through labor arbitrage, paying for IT services on a per-unit basis. This approach explains why the number of incidents (or tickets) constantly climbs despite an organization's best efforts to try to bring down their volume and complexity. The situation becomes especially frustrating for CIOs because an increase in the number of tickets adds cost and, in more cases than not, causes disruptions to the organization's daily business operations. Given that only a very small set of vendors create and implement application services, how can CIOs support such a disproportionately high spend in this area while not gaining much in return?

Frustrated and squeezed, CIOs are raising two key issues:

- Since application services are typically one of the largest spending areas in IT, why aren't there any significant innovations?
- How can I measure the business value of the managed applications that I invest a lot of money on?



Atlas – End-to-end output-based managed services framework

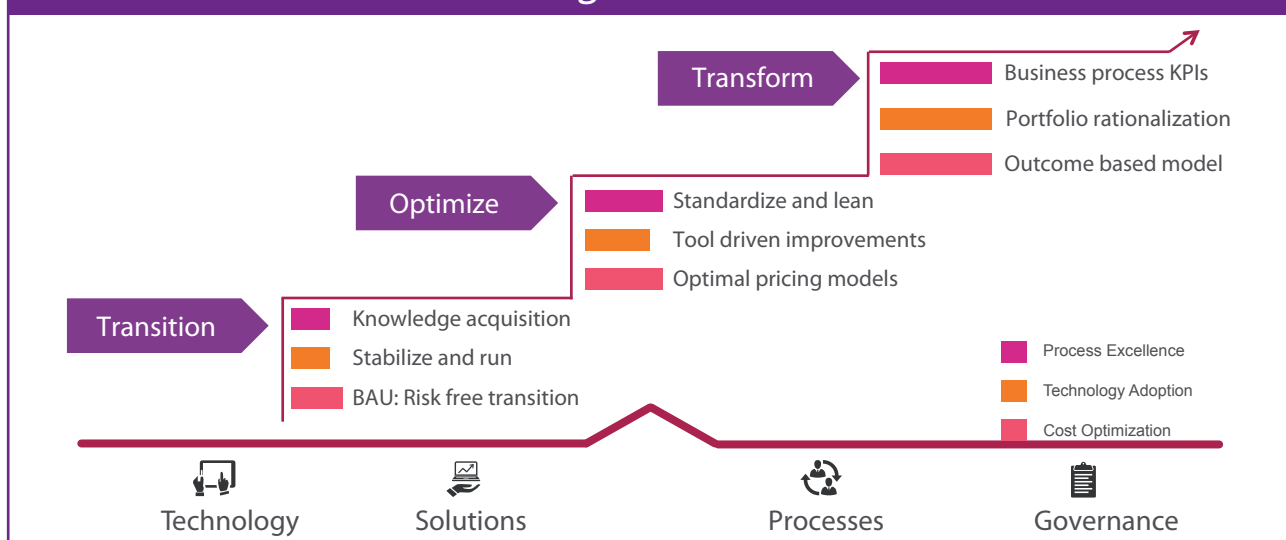
Altas managed services takes complete lifecycle ownership of your enterprise applications. It aims to transform the outdated ticket-in and ticket-out managed application services model into one that focuses on optimizing and delivering business value.

Through Atlas, we can rapidly design and deploy fully tested applications and scale capacity under extremely short deadlines and eliminate integration risks. Stringent service-level agreements ensure that Atlas always

delivers top application performance and high availability. Atlas comes equipped with its own unique set of flexible, customized pricing models to create easily affordable solutions.

Altas transforms IT into a strategic profit center, driving enterprise growth through a hyper-agile managed services model that takes you from transition to optimization to transformation.

Atlas Managed Services Framework



Transition: Atlas ensures that your business "doesn't skip a beat"

The transition phase lays the foundation for a successful managed services engagement. To accomplish this, Mindtree employs our Global Transition Workbench, a world-class toolkit to create plans, document key processes and application use, and coordinate a formal transfer of application services support.

The transition phase has four major elements: planning, knowledge acquisition, shadow support and primary support.

Transition Planning

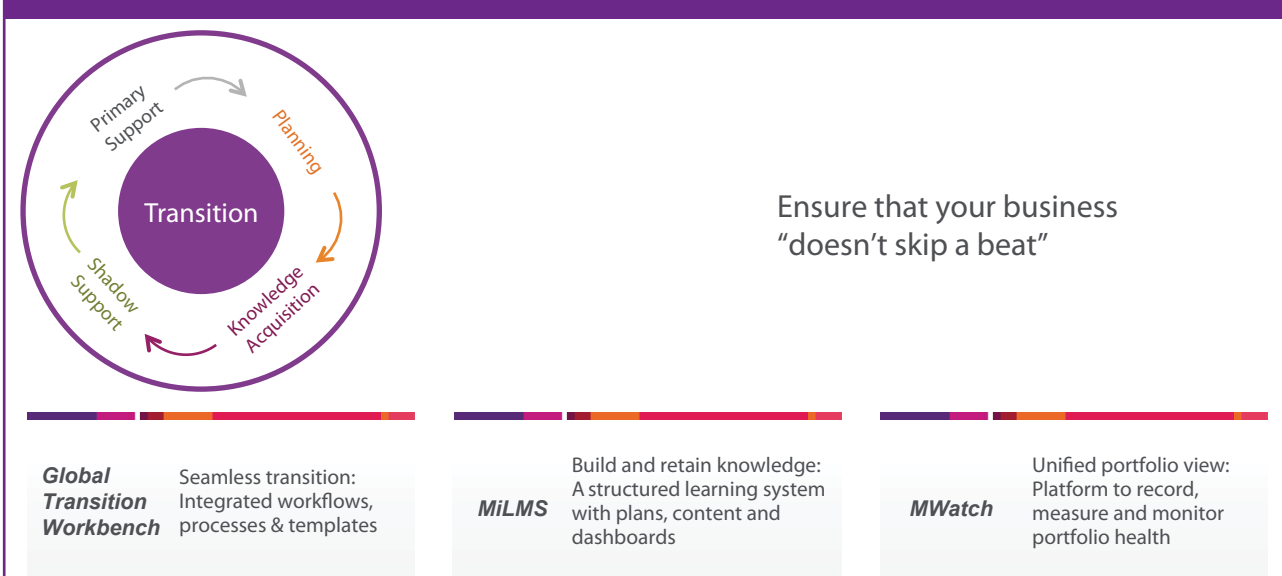
Key objectives here involve validating assumptions, analyzing processes, environment and people and creating an overall plan with quality gate criteria. Atlas SMEs form a well-knit transition team with your IT staff to develop a scope of work and top-down view of the

entire enterprise landscape. The team works together to identify existing and potential constraints and develop contingencies to deal with them. By the end of this phase, the team has created a detailed plan for knowledge transfer, along with a robust governance model.

Knowledge Acquisition

Key transition team objectives here involve gaining familiarity with your applications and support processes and creating application and process handbooks. Detailed team sessions ensure a step-by-step knowledge transition process. As Atlas SMEs acquire an in-depth picture of the functional, technical, process landscape, they use Mindtree's MiLMS 2.0 comprehensive learning management system to build a knowledge bank of information collected over the entire course of the project.

Transition



Through continuous process checks and status meetings the transition team collates and reviews the acquired knowledge. By the end of this phase, the transition team builds a comprehensive knowledge bank and delivers the Application and Process Handbooks.

Shadow Support

The key objective here is to gain hands-on business application experience to ensure complete readiness to take on primary support. The transition team observes the current support team in action, begins working on simple tickets and conducts root cause analysis on problem tickets. As the team acquires familiarity with applications and processes, continuous updates are made to the knowledge bank and handbooks. Based on the collected data, the team identifies areas of improvement and also commences work on minor enhancements.

The transition team conducts frequent performance reviews with detailed checklists to identify knowledge gaps and take corrective measures. The team also measures the percentage of tickets addressed by the team and quality of output. By the end of this phase, the transition team completes training programs, and performance metrics are in place.

- MWatch, our Integrated monitoring and management platform is implemented. This platform delivers a comprehensive view of the health and status and a single view of the application portfolio.

Primary Support

The key transition team objective here is to ensure that the Atlas services team is ready to take control of your entire IT enterprise application landscape. The Mindtree team assumes complete support and maintenance

responsibility of the entire application process flow, observed by your in-house team. Post ticket closure analysis, ad-hoc requests, process and performance results and results of pilot enhancements are fed into the Atlas knowledge bank.

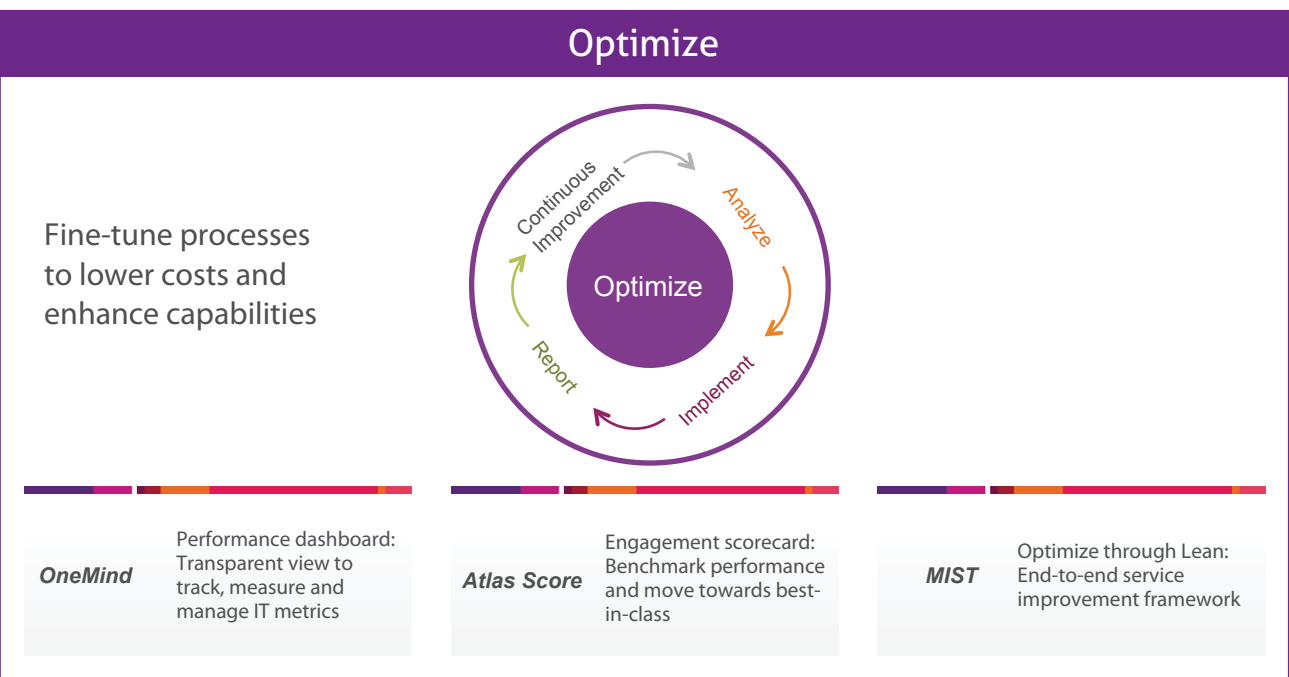
OneMind, our global delivery platform, collaborates seamlessly with diverse engagements and metrics and delivers meaningful solutions as a single unit. It delivers the features required to track, monitor and manage the metrics required of the Managed Services engagement.

Optimization: Atlas fine-tunes processes to lower costs and enhance capabilities

The Atlas managed services platform is designed to drive a continuous process of improvement on both costs and capabilities. In this phase, Mindtree experts work with your team to evaluate your portfolio and report on each application's contribution to your overall business strategy.

Our experts use Mindtree's InSights business intelligence platform to analyze and derive meaningful information on the status and health of your application portfolio. Data on all key corrective, preventive, predictive, perfective and adaptive maintenance processes is collected, collated, and analyzed. Any process / service issues and gaps are also identified and documented for improvement. All go into the creation of a comprehensive action plan.

Once the action plan is developed, approved and implemented, results are documented and evaluated to see if the changes produced real business benefits and if they can be applied to other areas of the IT landscape. This cycle is repeated year after year to promote continuous improvement.



In our process-driven approach, we apply our considerable expertise in lean methodology and Lean 5S Toolkit to improve efficiencies by standardizing workflows and identifying and eliminating obstacles. We segment each process by complexity and develop a list of activities to address various challenges so that all issues are given equal focus. We pool and adjust teams and redistribute activities as needed to flexibly deal with larger or immediate problems and reduce non-value added efforts.

Throughout the optimization cycle, our Mindtree team remains in regular communication with your team, and you have access to Mindtree's top management for consultation at any time.

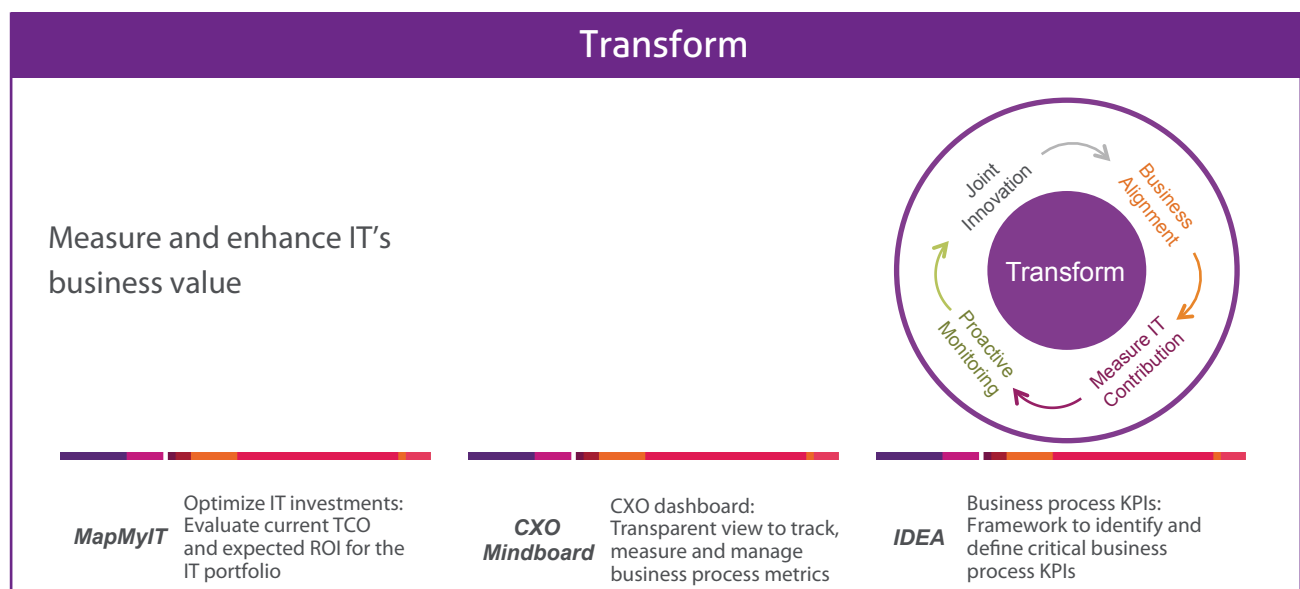
Transformation: Atlas focuses and measures IT's business value

The Mindtree Atlas managed services platform is designed to go above and beyond standard industry offerings. We understand that leapfrogging your

competitors requires continuous and focused efforts. We contribute by helping you transform IT into a real driver of growth and profit.

Driven by our outcome-based engagement model, we help you better align IT service delivery efforts with the business goals and measure IT's contributions to enterprise revenues. Our customized CXO Mindboard toolkit allows us to quickly develop and track key performance indicators (KPIs) that provide in-depth visibility into the results of key processes and applications that promote business growth and cost reduction. Business mapping and dashboards also help identify potential areas of optimization.

The Atlas managed services transformation roadmap illustrates the tools and services we use to continuously improve your company's business application service delivery.



Summary

More and more, companies around the world are choosing to incorporate application managed services as part of their IT landscape. To better run their organizations and compete successfully, they need a partner that is agile, cost-effective and innovative. They want a partner who is rock-solid in its managed services offerings, who can seamlessly integrate diverse components and technologies into a seamless whole.

We chose the theme of Atlas because it is known for enduring support and we think that represents us at Mindtree. Customers tell us that they appreciate our well-defined, end-to-end transition approach. Like Atlas, we're known for our dedication from the moment we take on the job. We deliver excellence. We have 13+ years of experience in managing applications. Our team of 4500 software experts are spread over 7 delivery centers around the world.

We do what we say we're going to do and we prove it day in and day out. Some of the biggest companies in the world rely on us to manage their business critical applications. Put us to work to find what we can accomplish for you.

About Mindtree

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit www.mindtree.com to learn more.