

CUSTOMER

Customer - SUN Micro systems (Now Oracle)

End Customer - One of India's largest retail groups

- More than 11000 employees
- More than 640 Supermarkets and 5 Hypermarkets
- Located in Mumbai with two data centers

CHALLENGES & OBJECTIVES

- Develop a partnership approach for managing vendor relationships
- Execute an effective transition from the incumbent vendor
- Balancing the core business imperatives and initiatives while providing on-going value to the customer
- Sustaining performance-based accountability
- Flexibility & continuous measurable improvement
- Lacking a standardized IT environment and service-based delivery
- Increasing pressure to deliver greater operational efficiency

INFRASTRUCTURE

Infrastructure HW/SW	DC	DR
Sun Cluster	3	-
SUN Enterprise Server – M8K	2	-
SUN Blade – SB6000	6	5
SUN Server	30	5
MSCS	2	-
Windows Server	60	20
Enterprise Storage – ST9990V	1	-
Midrange Storage – ST6140, ST2540	2	2
Net-Backup	1	-
SAN Fabric – CISCO 9500	1	1
Tape Library - SL500	1	2

TRANSITION METHODOLOGY

- Engagement Kick of Meeting
- All key stake holders are involved
- Clearly articulate the project scope, timelines, Governance process, Reporting & Review process
- Identify key stakeholders and their roles and responsibilities
- Roles and Responsibilities are documented and shared with individuals
- Identified Role based training for individuals

TRANSITION RISKS AND MITIGATION STRATEGIES

Incumbent SMEs start leaving before and during the transition

- Identify Core areas and focus on such items as top priority
- Conduct parallel KT sessions to maximize coverage in a short span of time

Business interruption with the 'Big Bang' transition approach

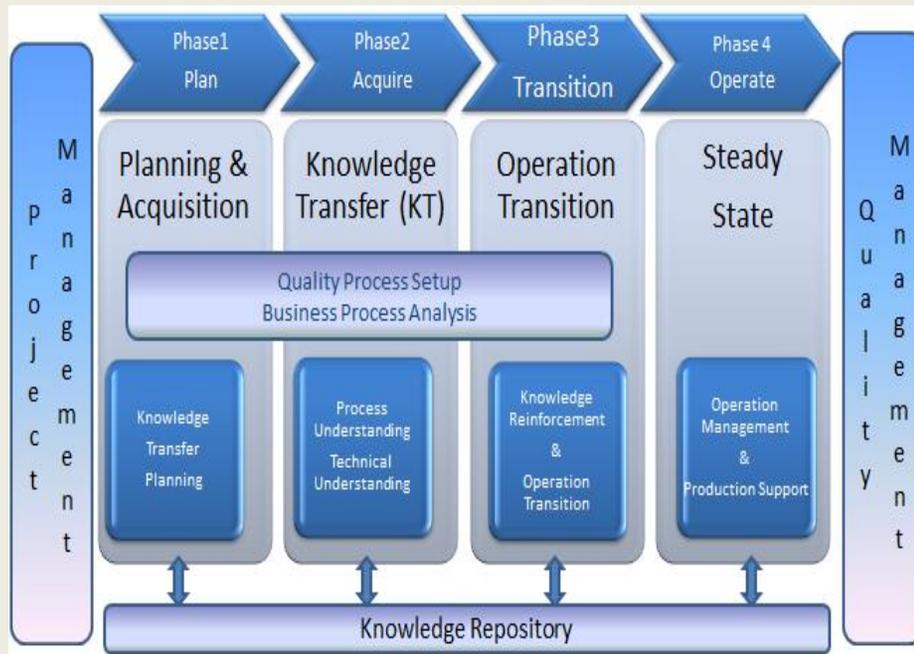
- Careful transition planning to identify required SMEs for transition, leaving the rest for BAU (Business As Usual) activities
- Careful selection of team having prior knowledge in similar environment to facilitate quicker transition

Loss of knowledge during the transition

- Play-back the understanding and get sign-off on documents

Low existing documentation

- Bring in standard templates and process flows to reduce documentation time
- Provide dedicated resources for documentation



THE SOLUTION

- Comprehensive infrastructure services
- Align IT with Business strategy
- Reduced Operating Cost
- Strong SLA delivery management
- Manage Change with Agility and Excellence
- 24/7 onsite support
- Trained and experienced buffer resources
- Backend support from COE team for technical escalations

ENGAGEMENT GOVERNANCE MODEL

- Clearly defined scope
- Clearly defined dependencies and assumptions
- Engagement Governance & Review process
- Roles & Responsibilities
- Daily ops reviews
- Weekly project level operational reviews
- Monthly Program Management Reviews (Internal & With customer)
- Quarterly Steering committee meetings

