

# CLOUD AND INFRASTRUCTURE SERVICES

Enterprises across the globe have recognized service transformation and optimization as a catalyst for growth, efficiency and innovation. In this context cloud and automation has become a powerful technology disruptor that constantly challenges the existing IT landscape, compelling enterprises to invest in newer, outcome based, and secured cloud-based programs or risk losing the game. IT leaders are on the constant lookout to modernize and simplify their operations, accelerate business processes, reduce costs and increase efficiency. However, this requires a new perspective on the implementation approach and a shift in data integration, standardization, governance, and orchestration strategies.

# MPY TECHNOLOGIES CLOUD AND INFRASTRUCTURE SERVICES

MPY Technologies, with extensive experience in managing large and complex infrastructure engagements has made significant investments in our Cloud and Infrastructure Services (CIS) Services to drive strategic business outcomes for our customers.

Our MPY offerings simplify migration planning, weed out complexities to improve productivity, and move beyond Infrastructure as a Service to Platform as a Service, to optimize cost and boost operational efficiency. Our integrated service delivery model is optimized based on your business needs, to enable our customers to remain relevant, grow and stay ahead of the competition all the time.

MPY Technologies evaluates cloud and IT operations by it's impact on business. We continuously evaluate the effectiveness of the operations against business outcomes. We identify key focus areas, provides recommendations and promotes evolving changes in IT and the business.

## KEY SERVICES

### Cloud Migration:

MPY Technologies vision simplifies the assessment of applications for cloud readiness, industrialize cloud migration and automate manage of cloud environments. We map the business aspects, technological aspects and the operational aspects of enterprises and enable them to understand the financial savings, business improvements, utilization and security implications in cloud migration. MPY Technologies Cloud Migration Services focus on:

► **Business Process Centric Cloud Assessment**

Continuous cloud migration assessment & planning – prepare cloud to run your business services and onboard patterns iteratively.

► **Accelerated Cloud On-boarding and Management**

Rationalized cloud and infrastructure value and efficiency through predictive and automation platform for continuous optimization.

► **Multipath Industrialized Cloud Migration through Automation**

Playbook for accelerated transformation and hosting in the cloud – blueprint based migration design and automated deployment.



## **Automation in IT Operations:**

MPY Technologies brings to reality highly agile and automated IT operations solution that can monitor, predict and respond to future business needs, and can protect and heal themselves automatically. We harness the power of AI-led automation to bring exceptional value to our customers.

Our automation solution for IT operations promotes convergence of human intelligence with machine intelligence resulting in improved business agility, operational excellence, resilience, and faster time-to-market.



## **Managed Security Operations:**

MPY Technologies managed security services enable enterprises to take a proactive step towards ensuring safe and secure computing environments. Offered as a managed service model, enterprises benefit from proactive pre-emption of threats and vulnerabilities.



## **Workplace Collaboration Services:**

MPY Technologies workplace collaboration services is a highly integrated collaboration environment that includes email, instant messaging, calendaring, electronic learning, document management, web conference services, and web content management.

# CONTELLI: AUTOMATED IT OPERATIONS MANAGEMENT PLATFORM

IDC states, 'Over 65% of IT budgets are spent on IT service management and support activities'. IT service disruptions can cost companies billions of dollars, plus significant damage to company reputation and customer experience. Demanding customers are increasing pressure on organizations to respond quickly and effectively to business and service disruptions.

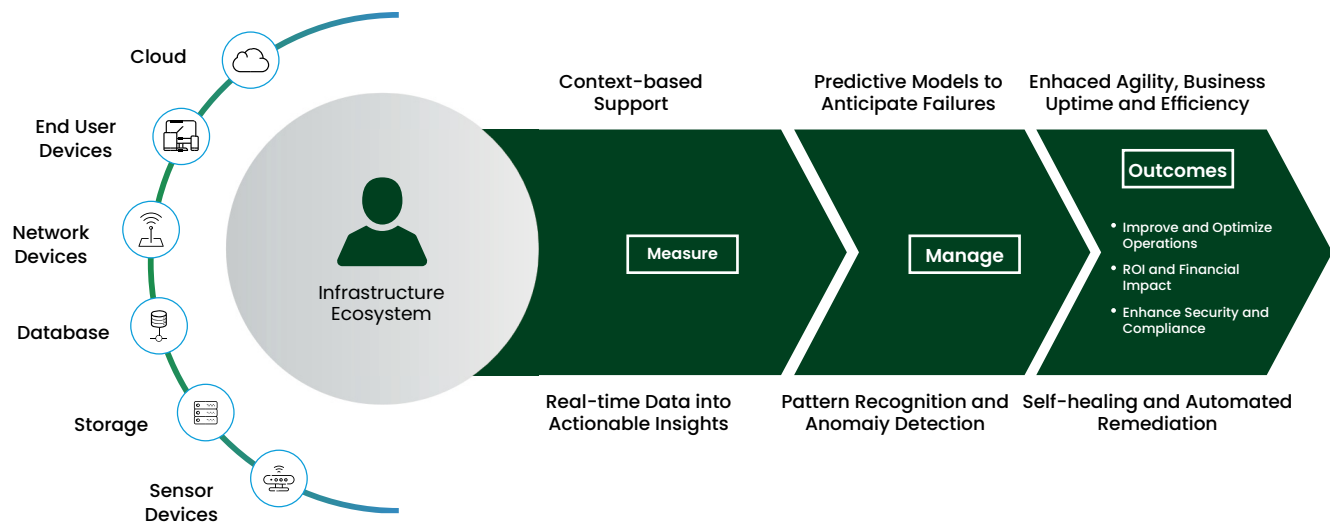
## AI+AUTOMATION+ANALYTICS



In this context, MPY Technologies has built Contelli: an automated solution that uses the convergence of artificial intelligence, analytics, and automation to efficiently manage complex infrastructure ecosystem, delivering business agility, operational excellence, resilience and faster-time-to-market.



## SOLUTION FRAMEWORK



## PLATFORM POWERED SERVICES APPROACH

Contelli analyzes real time data received from network devices, sensors, end user devices and the cloud, including structured, unstructured, semi structured, social media and sensor data. It monitors on premise, cloud and hybrid datacenters with a single platform. The SaaS based advanced management solution converts this data into actionable insights. The platform can assess and analyze data both in real-time, high velocity, low latency data and in batch processing mode.



# KEY FEATURES



## Incident and Threat Prediction

The platform hypercharges operations by predicting incidents and threats in highly distributed environment on an ongoing basis, resulting in faster resolution through assisted or unassisted support. The predictions enable highly efficient predictive maintenance by accurately identifying the chance of a failure. The platform continually learns from new scenarios, evolving over time.



## Algorithmic Operations and Self-Healing

The platform helps companies identify early signals of system downtime through operations analytics and predicts future behavior resulting in increased operational efficiency. When it spots irregularity, it goes through a series of programmed actions resulting in faster resilience and unparalleled experience. It can resolve significant repetitive standard operating procedures to reduce human intervention and self-heal autonomously.



## Unified Service Management Dashboard:

Our unified and flexible architecture increases visibility in a single dashboard view that eliminates anomalies before the environment is impacted.



## Interdependency Analytics

Contelli promotes interdependency analytics that map relationships between systems, predicts events based on dependencies and helps engineers make well-informed decisions about service optimization and planning.



## Continuous Improvement

Contelli utilizes specialized frameworks to continually evaluate the effectiveness of the operations against business outcomes. It identifies key focus areas for efficiency gains and provides recommendations to promote the continual improvement.

# CUSTOMER BENEFITS

MPY Technologies provides our customers with tangible and lasting benefits, with a focus on improving service agility, process efficiency and reducing total costs of operations.



## Increased Operational Efficiency

Reduced downtime through real time monitoring, resulting in 30-40% increase in operational efficiency and a 'smarter workforce'.



## Reduction in Labor Hours

Our clients see a 45 to 65% reduction in FTEs through enhanced automation and more efficient operations.



## Quick Incident Resolution

Our solution helps reduce Mean Time to Resolution through autonomic resolution and self-heal by 3X and provide a 360-degree holistic view of the enterprise IT infrastructure.



## Consistency of Operations

Provides consistency in operations through a predictive monitoring and security solution, which helps detect and prevent up to 70% vulnerabilities in the security landscape much before they occur.

- ▶ For a US-based enterprise networking OEM company, we manage their network operations with our Contelli Platform. We created an Early Warning system dashboard to predict support issues and automated predictive maintenance and self-heal and implemented an intelligent automation engine. Our results include 13% increase in CSAT scores, 30% boost in engineer productivity, and over 80% accuracy in case prediction and estimation.
- ▶ For one major networking company, we manage 4 million networking devices across 85,000 stores. Using Contelli, we are able to predict network related issues and proactively manage complex ecosystems effortlessly resulting in 40% reduction in TCO, 30% productivity improvements, 97% availability of network connectivity and 98% resolution rate.

MPY Technologies helps enterprises mitigate their IT infrastructure challenges effectively through context driven solutions. A sample of our success stories include:

# CASE STUDIES

## WHY MPY Technologies?

- ▶ **Context Driven IT Managed Services** providing the highest level of predictability and efficiency
- ▶ **Convergence of AI, Analytics and Automation** resulting in enhanced CX, faster resolution and improved business uptime
- ▶ **Algorithmic Operations and Automated Insights** promoting proactive customer engagement, transforming the very nature of IT operations through software driven management
- ▶ **Modular and Flexible Solution** formulated around industry use cases that provide agility and flexibility for enterprises as they optimize business outcomes
- ▶ **Outcome-based Managed Service Model** where you pay for business impact and outcomes as opposed to utilization or consumption

MPY Technologies is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. The company partners with leading enterprises to help realize their strategic business outcomes. Its team of 100+ technology professionals across 2 global locations is passionate about helping customers differentiate and succeed.



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