RISING STAR: MINDTREE

Overview

Founded in 1999, Mindtree has its headquartered in Bengaluru, India, and its international operational headquarters in Warren, NJ. Today, the company has about 20,000 employees serving more than 330 clients in 43 countries. Mindtree's MWatch™ solution is part of managed service offering to help the company's customers gain deeper insights and end-to-end perspectives across their infrastructure and applications. Using a highly sophisticated architecture more than 400 BOTs are currently active in the system to automatically act and react on events. With auto discovery, auto remediation and automation of tasks and standard activities, Mindtree can minimize human intervention. Its flexible enables seamless integration with existing tools of customers. In this way Mindtree helps clients to protect their IT investments and avoid organizational change management issues. The system is ready to manage cloud services and infrastructure from Amazon (AWS) and Microsoft (Azure) using native APIs of CloudWatch and Azure Monitor. The high dedication to SIAM/ITSM paired with strong investments and a future-enabled architecture make Mindtree a Rising Star in this quadrant.

Strengths

- **Highly automated through extensive use of BOTs:** More than 400 BOTs ranging from auto discovery, event correlation, incident remediation, self-healing to event and log processing BOTs drastically reduce manual intervention.
- **Open and flexible:** Two flexible and adaptive integration interfaces allow the integration of established ITSM solutions to enable MWatch™ to act as the service orchestrator. MWatch™ offers an extensive agent environment to monitor and manage all kinds of assets, even beyond IT and into IoT.
- **Functional extension with established solutions:** Mindtree supplements the capabilities of MWatch™ through an operational offering built on established ITSM platforms (ServiceNow, RemedyForce, and more), thus providing a solution with sophisticated end-to-end automation and orchestration capabilities.
- **Cost saving for customers:** Efficiency increases through automation. The use of native APIs to monitor and manage Azure and AWS helps in saving license fees while delivering advanced monitoring and management capabilities.

Caution

MWATCH™ is not available as a product. It only comes as part of a managed service. To avoid users from switching systems, Mindtree may investigate more SIAM capabilities to be built into the solution.