

## MINDTREE

### Overview

There are three pillars to Mindtree's application management services: Prevent, Predict and Perform. Prevent seeks to prevent incidents through various means by using its Autonomous Command Center to monitor processes, jobs, ETL operations, interfaces and more and to flag conditions before they become incidents. Predict uses machine learning algorithms to predict a failure, then automatically assigns corrective tasks to bots that resolve issues before or as they occur. Perform is oriented to applying the right skills, at the right time, at the right place, at the right cost for service delivery. Mindtree offers onsite, offshore, nearshore and hybrid service delivery and has flexible engagement models for managed services, shared services, resource augmentation and capacity building. Mindtree has 100 FTEs for managed services in the Nordics.

### Strengths

**ATLAS managed service framework:** The company uses ATLAS™ to conduct a 360 degree assessment of assess key dimensions of the client's application. The assessment considers ease of outsourcing, transition complexity, automation ROI, agile maturity, DevOps maturity, the value of IT investments, production risks, software resiliency, maintainability and technical debt. A major benefit of doing the assessment is gaining insights into the portfolio to determine transition speed, and approach.

**Automating incident response using bots:** Mindtree has more than 518 bots in use, of which 113 are specifically used for SAP. Bots reduce the number of L1 and L2 resources and are mainly leveraged for incident response to reduce response time.

### Caution

Mindtree could increase its partnerships in the Nordics region, which would increase its ability to provide the local expertise needed for servicing managed services clients.



## 2019 ISG Provider Lens™ Leader

Mindtree uses its tools and accelerates to optimize the cost pressure on enterprises that results from implementing digital transformation and creates the right ratio of spend-on-run vs. investments in new projects, while ensuring business continuity.