

## MINDTREE

### Overview

There are three pillars to Mindtree's application management services: Prevent, Predict and Perform. It 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. It 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 approximately 300 FTEs working in managed services in the UK.

### Strengths

**ATLAS managed service framework:** The company uses ATLAS™ to conduct a 360 degree assessment of 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 benefits of doing the assessment is gaining insights into the portfolio to determine transition speed, waves 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 needed L1 and L2 resources and are mainly used for incident response to reduce response time.

**Quantifiable ROI provided for Mindtree's clients** – Mindtree provides continuous improvement for its managed services clients by leveraging its automation and RPA tools and accelerators, resulting in year-over-year productivity and cost savings. Continuous improvement is supported by Mindtree's dedicated CoE (Center of Excellence), a consulting-led SAP innovation lab that provides a solution library, accelerators, other IP, expert advice, reusable assets and industry templates.

### Caution

The company could increase its CoE footprint outside India to showcase its capabilities to the clients in UK. That would help Mindtree to increase its customer reach in the region and to demonstrate its abilities to clients.



## 2019 ISG Provider Lens™ Leader

Mindtree has achieved high client growth in the UK, with an increase of 400 percent in last year.