Microland's data center revenues grew by 16 percent over the past year. The company generates most of its data center revenues through ongoing infrastructure management. It has been witnessing a major shift in managed services from a headcount or resource-based solution to an AIOps-driven proactive infrastructure management and an outcome-based model of services. The company has been focusing on developing skills such as full-stack engineers, which is in line with the emerging infrastructure trends. Microland is targeting small and medium businesses and providing them with cost-efficient managed hybrid cloud solutions. The company also has partnered with data center hosting providers to help large organizations with their data center as a service need.

In order to provide hybrid cloud management capabilities, Microland has developed an AIOps framework that is integrated with service management tools such as smartCenter™ and ServiceNow. For setting up and managing private cloud environments, Microland leverages service catalog-based VMware and OpenStack technology to provide a public cloud-like environment that has billing and chargeback mechanism along with cost governance capabilities. Microland also leverages its smartMigrate factory solution to support large-scale migrations for customers to both private and public clouds.

Mindtree has shown double-digit growth in the data center services space, compared to last year. A majority of its data center revenues came from business services and the banking and financial services sector. Almost half of its data center revenues come from the ongoing management of clients' infrastructure assets. Mindtree solely manages platform as a service (PaaS) infrastructure for one of the popular public cloud providers. It has a significant number of certified full-time employees. These full stack engineers manage infrastructure as a code for hybrid cloud solutions. The company has a strong relationship with Microsoft Azure and has strategic partnerships with AWS, Google Cloud, CenturyLink and Rackspace.

Mindtree’s focus on No-Ops has led to several automation initiatives across their clients leveraging more than 500 bots. The company has built platforms like MWatch, VMUnify and an automated meta-platform CAPE (Composable Automated Platform for Enterprises). Together they support seamless multi-cloud integration and management. Its unique AppliStructure approach ensures a consolidated end-to-end view of the client's infrastructure and applications ensuring maximum business availability.
Of the 30 services providers included in our research, we identified nine leaders that stand out above the others as matching the requirements of the managed services archetype (mid-sized focus) Leaders archetype based on our assessment of their capabilities as described in the Methodology section in the Appendix. These nine are referred to as Archetype Leaders, and their relevant capabilities are presented in the adjacent picture.

Note: The service providers listed are arranged in alphabetical order. No ranking is implied.