

Customer Evidence Case Study



Customer: Infosys Limited

Web site: <http://www.infosys.com/>

Number of Employees: 156,688

Country or Region: India

Industry: Professional Services

Customer Profile

Setup in 1981, Infosys Limited is a leading provider of next-generation consulting, technology, and outsourcing solutions, with revenues of US\$7.398 billion (FY13). It has a global footprint with 69 offices and 87 development centres and employee count of 156,688 (as of March 2013)

Software and Services

- Microsoft Services
 - Premier Support
 - Premier Field Engineers
- Microsoft Products
 - SQL Server 2008 R2
 - Windows Server 2008 R2
 - System System Center Operations Manager (SCOM) 2012

For more information about this case study, please contact [Arijit Chatterjee](#) (Microsoft Technical Account Manager for Infosys).

Leading IT Solutions Firm Improves Application Monitoring Service with Adoption of Latest Operations Management System

"Application Performance Monitoring has enabled 1100+ members of application and platform management groups in proactive identification and resolution of complex issues through the 'Client to Server' monitoring capability,"

Ganesh Gopalakrishnan, Vice President and Head, Information Systems, Infosys Limited.

"SCOM 2012 with Application Performance Monitoring has been instrumental in catering to the much required needs of application development and platform support teams to effectively carry out end-to-end root cause analysis (end user client to server) for intrigue issues,"

Jitendra Sangharajka D., Associate Vice President & Head, Enterprise Platform Management, Information Systems, Infosys Limited.

A longtime partner of Microsoft, Infosys is a leading provider in business consulting, technology, engineering and outsourcing services to enterprises. Their existing centralized management and monitoring system, System Center Operations Manager (SCOM) 2007, posed limitations in monitoring applications, especially for client-side issues. The IS Team at Infosys successfully migrated its systems from SCOM 2007 to SCOM 2012 and System Center 2012 in partnership with Microsoft. The updated software allowed them to take advantage of Application Performance Monitoring (APM) features that enabled Infosys to carry out root cause analysis and proactive incident identification of many intrigue issues.

Business Needs

Infosys Limited (NYSE: INFY) was started in 1981 by seven people with US\$ 250. Today, Infosys is a global leader in consulting, technology and outsourcing with revenues of US\$7.398 billion (FY13). Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides services to help clients in over 30 countries to build tomorrow's enterprise.

Infosys has a global footprint with 69 offices and 87 development centers in the US, India, China, Australia, Japan, Middle East, UK, Germany, France, Switzerland, Netherlands, Poland, Canada and many other countries. Infosys and its subsidiaries have 156,688 employees as of March 31, 2013. Infosys takes pride in building strategic long-term client relationships; 96.5% of their revenues come from existing customers (Q4 FY13).

Infosys was using System Center Operations Manager (SCOM) 2007 as the preferred software to monitor its platforms. While it was effective for monitoring platforms, it posed limitations in monitoring applications, especially intricate client side issues.

The Enterprise Platform Management (EPM) team from the Information Systems department at Infosys, who are responsible for hosting infrastructure and platforms for the digital business engine, and the application development teams, needed a more effective tool to improve the process of monitoring applications.

Solution

As an established partner, Infosys approached Microsoft to facilitate this transition. Microsoft Premier Support was engaged to recommend the best solution, and Microsoft Premier Field Engineers were deployed to implement the migration. SCOM 2012 includes advanced features such as Application Performance Monitoring (APM) and Network Monitoring, which would enable the application development team to efficiently monitor and troubleshoot application performance.

The transformation was carried out in phases that included planning, design, implementation, integration and customization.

In the implementation stage, the SCOM and APM agents were installed on the Production web servers. The uninstallation of legacy agents and installation of SCOM and APM agents were carried out in phases to ensure that Infosys was able to conduct business with as little interruption as possible. To increase the ease of implementation and reduce manpower, an automated procedure was introduced to install and uninstall the agents.

In the integration stage, the engineers modified the installations to suit the business needs of Infosys. This involved configuring and fine-tuning the agents and SCOM management packs. In the customization stage, the dashboards and reports were modified to increase accessibility for key users.

The migration project took approximately 12 months to implement, and went live in May 2013.

“End-to-end proactive monitoring of applications was a key requirement as well as one of the major pain points for the platform as well as application development teams. APM is the appropriate solution for it,” said Amit Kumar Tikkiwal, Senior Technology Platform, Enterprise Platform Manager, Information Systems, Infosys.

Benefits

Improved Customer Confidence

With SCOM 2012, more than 250 applications are monitored simultaneously. Its effectiveness in reporting critical issues has significantly minimized the turnaround time required for applications teams to respond to its clients' issues. This successful migration has increased responsiveness to customers, resulting in improved customer confidence.

Complete Application Monitoring Solution

With Service Pack 1 extending the APM capabilities, such as support for SharePoint, Model View Controller applications, Windows Communication Foundation and Windows services, Infosys is now able to monitor most of their applications. Coupled with the existing features of SCOM 2012 monitoring, Java EE monitoring, network monitoring, the SCOM 2012 platform has enhanced Infosys's monitoring capabilities with its flexibility and support for most types of applications.

“A paradigm shift in the way Application and Operations teams approach and address application issues,” said Lynburn Marcus Morris, Senior Technology Platform Manager, Enterprise Platform Management, Information Systems, Infosys.

Ability to Identify Root Causes of Application Issues

With the implementation of APM, Infosys is able to identify specific issues that arise in its monitored applications which were previously unidentifiable. Application exceptions can be pinpointed to the exact line of code, which is of great help to the application development teams. If an application is having performance issues, APM can establish if it is due to an underlying platform problem, or within the application itself.

“APM has helped in bridging the gap between development and platform management teams in tricky situations where it is difficult to establish whether the issue is with infra or application,” said Manoj Sivasankaran, Technology Platform Manager, Enterprise Platform Management, Information Systems, Infosys.

Reproduction of Error Scenarios to Decrease Troubleshooting Time

When the client experiences an application issue, APM is able to provide complete details of the problematic code. This allows the technicians to reproduce the scenario without having to approach the client with enquiries. With this, the technician is able to solve the issue more comprehensively and without having to be physically present on site.

Improved Monitoring with Built-in Reports

The built-in reports available with APM give the application development teams information on performance and issues with each application. This improves the service quality that Infosys is able to provide, as it allows the team to identify problems and solve them before it is even reported by end users.

Increased Accessibility of Data to Management

The Application Advisor feature comes with a handful of built-in reports that provide high-level summaries as well as detailed information about application performance and status. Dashboards display crucial data and can be customized. With these features, management is now able to quickly identify problematic applications and take appropriate actions to fix the issues.