

TATA COMMUNICATIONS



STANDOUT DIGITAL
TRANSFORMATION
STORIES



DIGITAL TRANSFORMATION FOR TODAY'S FAST-MOVING AGILE ENTERPRISES

The cloud and digital transformation are often seen as the stellar twins of today's business universe. And, like twins, they learn from one another.

For example, cloud first appeared as an IT problem quick-fix. Have a lot of not-very-valuable data and nowhere to store it? Put it in the cloud. Got a load of compute-hungry, low-level apps and running out of space? The cloud's the thing for them too.

Those early mindsets have changed now. Over the last few years cloud computing technology has grown and matured and provided strong foundations for digital transformation initiatives. For instance, a business can't operate effectively when the app is in one place and the user is half a world away. That led to cloud edge technology, placing processing power closer to where it's needed, complemented by sophisticated communications networks. Shared operating systems in virtual environments slow down response times. So, containerisation came about, to speed applications development lead times.

Compliance issues may arise if data has to live in a multi-tenanted environment because regulatory bodies want certain data to be stored separately. Private clouds thus entered the fray, enabling hybrid multi-cloud architectures for sectors like financial services to engage in new ways with digitally-savvy, always-connected customers.

Now, to extend my metaphor, an extra-exuberant baby brother has joined the twins: DevOps. As the role of IT in propelling business success grows, more software investment becomes inevitable. One need only look at today's hunger for APIs – and the eagerness of suppliers to offer them – to see the truth in that.

DevOps in the cloud will see organisations experimenting like never before, taking digital transformation to new heights. I see that as an everyone-wins scenario and, at Tata Communications, we understand and enable such shifts. We also know keeping the business protected against growing cyberthreats is crucial to the success of new digital services.

Overleaf, in our hybrid multi-cloud portfolio for digital transformation you'll find private cloud technology rubbing shoulders with enterprise-grade storage, while container-as-a-service meets big data. That frees businesses to innovate.

Take Khimji Ramdas on Page 8, for example. Looking to gain business agility while balancing corporate risk, it took a bold leap into the cloud. Or what about GoAir on Page 14? Dealing with double-digit percent passenger growth, a hybrid cloud solution avoided spending millions of CapEx dollars while in no way compromising the customer experience.

Outstanding success stories like these populate the pages of this book, showing how customers worldwide use our digital technology to drive growth and transform the way they operate and engage with their customers.

SRINIVASAN CR
CHIEF DIGITAL OFFICER
AND BUSINESS HEAD CLOUD & SECURITY SERVICES
TATA COMMUNICATIONS

OUR HYBRID MULTI-CLOUD PORTFOLIO: THE KEY TO DIGITAL TRANSFORMATION

What's different about digital transformation today is the way business and IT executives are working more closely together, amid growing recognition that technology can't be ignored when aiming to reach and exceed corporate objectives.

That's why we think cloud hybridisation has emerged as the key digital transformation enabler. Because, while digital transformation revolutionises legacy systems, DevOps forms the crucible in which that happens. And true business agility comes from private clouds, public clouds and data centres operating cohesively as an end-to-end integrated architecture.

Those thoughts were front of mind when we designed our hybrid multi-cloud portfolio, to encourage a reinforcing cycle of innovation, leveraging analytics-based intelligence, for a world in which experimentation quickly becomes business as usual.

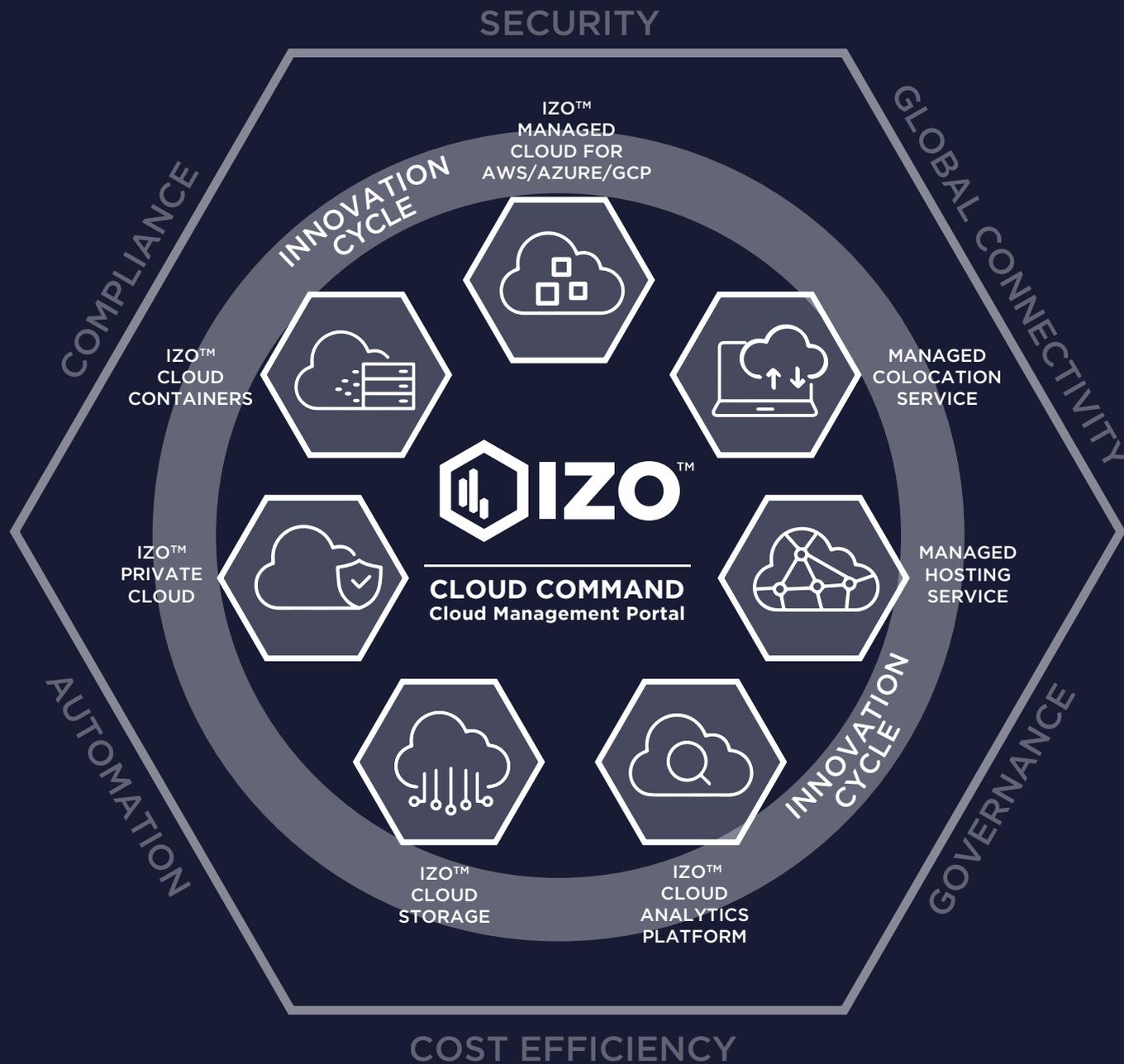
Intended to offer the best of all worlds, that hybrid multi-cloud portfolio is an industry-leading one-stop shop for all your cloud needs. Everything in it is digital transformation-ready and always evolving. Our container-as-a-service offer revolutionises software delivery and DevOps adoption, and offers your business the agility to outperform the market.

Above all, in the Tata Communications world, a self-service management console integrates different IT environments into a single dashboard and offers visibility and control across all cloud resources. It also supervises cybersecurity across the entire IT estate, and provides the ability to mix and match public and private assets in line with business needs.

Our team of skilled and certified professionals provides end-to-end managed services covering architecture, migration, management and optimisation of IT landscapes, saving time and cost.

Offering a digital transformation launchpad transcending geographical barriers, our hybrid multi-cloud portfolio is perfect for multinationals as well as in-country organisations with big ambitions. Already, hundreds of customers have adopted a Tata Communications multi-cloud solution. Not just empowering enterprises across all industry sectors, we're also bringing to life bold plans for digital cities and digital nations.

Secure Connected Digital Transformation



DIGITAL TRANSFORMATION STORIES

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“Tata Communications provided the state-of-the-art platform needed for future success. They’re a perfect fit with our culture, and a great partner.”

TIM ANDERSON, VP, CLOUD ARCHITECTURE, INFOR



INFOR TAKES FULLY MANAGED IZO™ HYBRID CLOUD PLATFORM FOR FUTURE-PROOF COMPUTING

TERRITORY: USA & GLOBAL
SOLUTION: IZO™ HYBRID CLOUD

SPEED: THE ULTIMATE CLINCHER

One of the top four global ERP solution providers, Infor builds process automation applications for its clients. Tal Apparel, one of the world's largest clothing manufacturers, relies on Infor software for manufacturing and financial functions, but its in-house IBM AS/400 computers were creating bottlenecks with frequent downtime. Lack of capacity resulted in slow batch routines. Taking many hours, backups were another headache.

Tal Apparel contacted Infor for a solution. Tata Communications was chosen because it could offer the latest AS/400 mainframe computers as a cloud-based hosted service. Speed was the ultimate clincher. Other vendors could deliver the infrastructure in three months, but Tata Communications could do it in six weeks and guarantee that timeframe.

HIGH-PERFORMANCE HYBRID CLOUD

The solution chosen by Infor uses a high-performance Tata Communications IZO™ Hybrid Cloud platform. Fully-managed 24/7/365 service ensures application availability while freeing up IT staff in both Tal Apparel and Infor.

As part of a lift-and-shift deployment process, eight terabytes of data were physically transferred from Tal Apparel to the IZO™ Hybrid Cloud system in Singapore.

To address the backup problem, professional services people from Tata Communications restructured and deduped the Tal Apparel data. A second copy of the data was transmitted to a Hong Kong data centre for disaster recovery.

THROWING WIDE A WEALTH OF NEW OPPORTUNITIES

Supported by a team of Tata Communications technicians, stringent SLAs for recovery time and recovery point objectives are baked-in to the Tata Communications cloud architecture.

The partnership between Infor and Tata Communications throws wide a wealth of new opportunities for both companies. It allows them to reach out to customers with a compelling one stop cloud shop, anywhere on the planet.



8TB
of data uploaded



2 data centres
for production and DR



50% faster
time-to-implement than
nearest competitor



Pervasive platform for
driving global growth



Khimji Ramdas

• S I N C E 1 8 7 0 •

KHIMJI RAMDAS CHOOSES THE BOLD OPTION FOR CLOUD-ENABLED DIGITAL TRANSFORMATION

TERRITORY: OMAN

SOLUTION: MANAGED HOSTING SERVICE

BOLD CLOUD CHOICE

Khimji Ramdas Group contemplated a digital transformation and a total upgrade to SAP HANA. The problem was its SAP software was running on servers lacking the power and capacity required. That could have left the company facing the huge capital cost of a data centre strip-out.

Moreover, the Group was looking for shorter timelines to meet business requirements, while ensuring a more consistent customer experience. The time had come to be bold. From a technical and cultural standpoint, as well as for assured security, a cloud solution from Tata Communications came out on top.

FLEXIBILITY COMES WITH FINANCIAL DIVIDENDS

Tata Communications proposed a Managed Hosting Service specially customised across two data centres. As an innovative two-tier virtual/physical architecture it would use network-attached storage, with a custom IP backbone engineered to always choose the shortest path.

In terms of cost optimisation, the Tata Communications pay-as-you-go model eliminated CapEx investment. Khimji Ramdas avoided spending a significant sum, while at the same time realising a marked reduction in total cost of ownership. Meanwhile, being able to scale storage up or down makes the business more flexible in the face of economic swings.

STRONG CYBERSECURITY SHIELD

The cloud service is monitored 24/7/365 from the Tata Communications Managed Services Operations Centre in Chennai. Since the start of the Tata Communications service, no serious cyberattacks have penetrated the company's security shield.

That level of round-the-clock support takes a weight off the minds of the IT team and allows them to focus on more strategic priorities. In fact, they're now able to do around twice as much work with the same staffing levels as before.



Significant
CapEx avoidance



Twice the output
from same IT
staffing levels



Marked drop
in TCO



10 out of 10
in key support categories



“From a technical and cultural standpoint, as well as for assured security, a cloud solution from Tata Communications came out on top. Equally importantly, the strength of the brand gave us the confidence we needed to move forward.”

CHANDRA SHEKHAR JAJWARE, GROUP CIO, KHIMJI RAMDAS



NOVA MEDICAL CENTERS ADOPTS MANAGED HOSTING SERVICE TO IMPROVE APPLICATION AVAILABILITY

TERRITORY: INDIA

SOLUTION: MANAGED HOSTING SERVICES

SERVING MISSION-CRITICAL APPLICATIONS

Nova Medical Centers is an innovative health services provider developing and managing day surgical centres primarily in India. Founded in 2009, it partners with over 600 surgeons in India and the Middle East across 12 speciality surgery centres and six IVF clinics.

With the objective of serving mission-critical applications, the company needed a data centre linked 24/7 to all 20 of its sites. As a single private cloud platform, it would have to be scalable, reliable and secure, and allow the addition of new clinics quickly virtually anywhere. An MPLS-based Global VPN to connect the data centres with clinics and offices would have to be part of the package.

Based on its track record, global data centre footprint and one-stop shop capability, Tata Communications was chosen as an advisory partner.

PRESENT AT MULTIPLE PATIENT TOUCHPOINTS

As part of its Managed Hosting Services, Tata Communications installed servers, load balancers, networking and security equipment such as LAN switches and firewalls in its own data centres. To preserve the value of historic investment, existing Nova Medical Center servers were also moved into the Tata Communications data centres. In a later phase, the hosted servers were virtualised for optimum utilisation.

Managed Security Services are included in the Tata Communications package to protect patients' data. The pricing model and the platform's scalability allow new clinics to be added easily and without CapEx investment.

Over the Tata Communications hosted infrastructure, clinical applications exchange accurate information in real time, irrespective of the patient's touchpoint: front office, laboratory,

pharmacy, ward or wherever. The open, flexible platform enables new applications and features to be added as and when required.



30-minute restore
from back up



99.9% uptime SLA
guaranteed



600,000 transactions
managed per month



Regulatory
compliance assured



“Tata Communications understood our problems, had expertise, and was willing to provide flexible solutions that deliver an always-on IT infrastructure on a private cloud.”

SPOKESPERSON, NOVA MEDICAL CENTERS



“As our global growth continues, the Tata Communications cloud solution gives us the scalability and reliability we need to speed the journey.”

MEHERIAR PATEL, GROUP CHIEF INFORMATION OFFICER,
JEENA & COMPANY

JEENA & CO ADOPTS COMPREHENSIVE TATA COMMUNICATIONS CLOUD SOLUTION FOR ITS IN-HOUSE ERP SOFTWARE

TERRITORY: INDIA

SOLUTION: IZO™ PRIVATE CLOUD AND IZO™ CLOUD STORAGE

FREQUENT OUTAGES AND UNSUPPORTABLE UPDATES

Offering a one-stop shop for import and export supply chain and logistics functions, Jeena & Company provides direct EDI access and online tracking to and from clients, agents and Indian customs. However, its in-house ERP solution was running on end-of-life legacy servers in a co-located facility. That was causing frequent outages and could no longer support urgent system updates.

SEEKING FUTURE-PROOF SOLUTION

Jeena & Company sought a future-proof, cloud-based infrastructure-as-a-service (IaaS) solution. For assured availability, this would have to include enhanced disaster recovery (DR) and back-up arrangements. Replacing the company's outdated tape spooler was a priority as data transfer to and from that medium was a lengthy, unreliable process.

Now a Tata Communications IZO™ Private Cloud for applications compute and storage runs in a primary production data centre in Mumbai with a DR data centre in Bangalore. IZO™ Cloud Storage online back-up houses 6TB of data.

MULTIPLE PRESENT AND FUTURE BUSINESS BENEFITS

As a managed solution, Tata Communications takes care of everything up to the operating system level. An availability SLA of 99.9% is routinely achieved and exceeded. Jeena & Company remotely controls the application software and upgrades.

As well as improved availability and application response times, and 10X back-up acceleration, the company is looking forward to a TCO reduction of up to 30 per cent.



Superfast app responses
delight users



10X accelerated
back up



99.9% availability
SLA exceeded



30% drop
in TCO anticipated



“Without the managed service we would have had to grow our IT team to many times its current number. It also saved the cost of reskilling our people.”

SPOKESPERSON, GOAIR



GOAIR, THE SMART PEOPLE'S AIRLINE, LEARNS HYBRID CLOUD BEST PRACTICE

TERRITORY: INDIA

SOLUTION: MANAGED HOSTING SERVICE AND IZO™ PRIVATE CLOUD

CLOUD SPREADS COST TO CONSERVE CASHFLOW

Naturally, low-cost carriers like GoAir don't scrimp when it comes to safety and regulatory compliance. Far from it. Their standards must be right up there alongside airlines that charge much, much more for their flights.

It's the same with IT. Top-flight systems are crucial for customer experiences that feel like first-class. In fact, for GoAir, nothing less than the best will do when it comes to caring for its passengers and its people.

When the company's legacy infrastructure started showing the strains of double-digit percent growth in passenger numbers, it was time to rethink systems strategy. Seeking a commercial model to escape millions of dollars-worth of CapEx, GoAir conducted a detailed market analysis.

INNOVATIVE COST-SAVING SUGGESTIONS

Tata Communications' understanding of the need for a hybrid public/private cloud architecture along with innovative cost-saving suggestions proved influential. For example, Tata Communications was alone in showing how GoAir could save \$80,000 by reusing existing software licenses.

The solution includes a Managed Hosting Service with dedicated physical servers enabling a SAP HANA upgrade. IZO™ Private Cloud was used for other mission-critical applications. A full DR capability has been established in a Tata Communications data centre.

EXTREMELY POSITIVE INTERNAL FEEDBACK

The choice of Tata Communications was further vindicated when it came to the migration to the new hybrid cloud infrastructure. The solution design and deployment were very thorough, seen by GoAir as a significant success factor.

Beyond the migration, 24/7/365 support from the team in the Tata Communications Global Service Management Centre has proved invaluable. Since the hybrid cloud solution has been in service there hasn't been a single outage, and feedback from the airline's internal users on the platform's performance has been extremely positive.



Double-digit
growth in passenger numbers



USD millions
of CapEx avoided



\$80,000
software licence savings



100% availability
exceeding 99.95% SLA



“We chose Tata Communications and Microsoft Azure because the centralised solution perfectly balances network reliability, quality and cost.”

KUMAR KV, NARAYANA HEALTH

NARAYANA HEALTH USES CLOUD SOLUTIONS COCKTAIL TO TREAT PATIENTS MORE EFFECTIVELY

TERRITORY: INDIA

SOLUTION: IZO™ PRIVATE CONNECT, MICROSOFT AZURE, AND DYNAMIC PATH SELECTION

RELIABLE INFRASTRUCTURE URGENTLY NEEDED

As one of India's leading healthcare providers, Narayana Health operates a system of 31 hospitals, seven heart centres, and a network of primary care facilities. But its legacy systems were letting it down. Previously, servers in local data centres ran mission critical healthcare and business applications as well as storing x-rays and scans.

However, networks were subject to aggravating outages. Medical teams had to wait to access vital patient data. The company couldn't scale to match growing demand. With an urgent need for a reliable infrastructure, Narayana Health chose a unified Tata Communications and Microsoft Azure solution. Microsoft Azure meets compute and storage requirements while a Tata Communications Global VPN and IZO™ Private Connect provide fast and secure access to the Microsoft Azure cloud.

AT MEDICAL TEAMS' FINGERTIPS

Today, medical teams can quickly access data because vital clinical applications respond three-times faster than was the case with legacy systems. Access to PACS files is achieved over a dedicated image transfer network. Back-end integration between clinical apps means data in the Microsoft Azure cloud and IZO™ Private Connect is presented to clinicians as a single, patient-centric view.

Tata Communications Dynamic Path Selection automatically recognises application traffic and chooses the appropriate route. Not only maximising performance by balancing bandwidth between diverse links, Dynamic Path Selection also assures business continuity by routing traffic over the Internet in the event of a network fault. With low latency and seamlessly connected systems, medical teams have treatment data instantly at their fingertips for the benefit of all patients.



Five-nines availability
with Dynamic Path Selection



30% reduction
in total cost of ownership



Three-times faster
application response times



Image transfer network
speeds PACS files



“With Tata Communications IZO™ Private Cloud, there are no bottlenecks and it’s affordable to our SMB clients. Faster set-up and greater network performance have opened the door to business expansion.”

ALI HYDER, GROUP CEO, FOCUS SOFTNET



ERP SOLUTIONS PROVIDER DRIVES GLOBAL BUSINESS EXPANSION WITH DYNAMIC MANAGED HOSTING

TERRITORY: MIDDLE EAST AND WORLDWIDE
SOLUTION: IZO™ PRIVATE CLOUD

REDUCED LATENCY AND IN-DEPTH SUPPORT WERE KEY DRIVERS OF CLOUD PROVIDER CHOICE

Renowned for flexible ERP solutions and consulting services, Focus Softnet helps clients re-engineer business processes and optimise their resources. With deep skillsets, one of the company's core strengths is its keen understanding of what it takes to grow an enterprise. However, a traditional one-time, on-premise software licence model, which burdened SMB clients with purchasing and supporting their own on-premise servers, needed changing. Focus Softnet was also seeking to expand, taking on more businesses in more countries.

AIMING FOR CLOUD-DRIVEN GLOBAL EXPANSION

For Focus Softnet, a flexible end-to-end cloud solution would help cement customer loyalty while opening new, recurring revenue streams. The benefit to clients would be avoiding large CapEx investments by moving infrastructure costs to pay-as-you-go OpEx.

Moving its operations into the cloud would allow Focus Softnet to change its sales model and enable service delivery almost anywhere. Tata Communications matched the need for a new partner, with the global footprint required to help Focus Softnet achieve geographically targeted growth. Worldwide IZO™ Private Cloud nodes closer to customers reduce latency and offer greater stability, while Tata Communications provides round-the-clock support virtually everywhere.

ACHIEVING AGILE VIRTUAL EXPERIENCE

A proof of concept of the IZO™ Private Cloud platform was followed by migration of four large clients to the cloud. Dependent on the size and scale of the solution, clients can either use software-as-a-service (SaaS) or dedicated virtual machines.

As new customers are onboarded, Tata Communications engineers work closely with Focus Softnet to dimension the IZO™ Private Cloud service accordingly. Customer satisfaction is high, and the global presence conferred by Tata Communications is driving new sales in the UAE, the Kingdom of Saudi Arabia, Qatar, Kuwait, India and Singapore. Focus Softnet has seen a 4X increase in cloud revenues within six months of starting the initiative.



Multi-geography expansion
(Middle East, India, Singapore)



40+ new cloud customers
already taken on



4X cloud revenue increase
in six months



Strong market position
as complete solutions provider



KEY PLAYER IN TATA HOUSING DEVELOPMENT COMPANY'S DIGITAL TRANSFORMATION JOURNEY

To make its business future ready, Tata Housing needed a fully managed, agile and flexible platform to run its SAP HANA applications with maximum performance, scalability and cost efficiency. Also needed was seamless connectivity to corporate applications in the cloud and on-demand disaster recovery, so that applications would be resilient to failures.

Microsoft Azure was chosen to host SAP S/4HANA with infrastructure managed by Tata Communications. Windows Virtual Desktop (WVD) enables business continuity with secure access for employees – anytime, anywhere, on any device. Microsoft Express Route with IZO™ Private Connect and a VPN Gateway enable connectivity from outside the network. Other elements include Azure Backup and Azure Site Recovery.

The company is building its digital DNA through functionalities like WVD for smart virtual users. Also, the data analytics feature in Azure enables faster and informed decision-making.

“Tata Communications has delivered tremendous value in our public cloud journey. In migrating SAP S/4HANA to Azure, Tata Communications, with its SAP and Azure skills, helped us go live in record time. Tata Communications’ SAP CoE, helped set up the S/4HANA cluster disaster recovery efficiently and cost effectively.”

MADHUKUMAR, AVP, TATA HOUSING DEVELOPMENT COMPANY



High apps availability
without compromising compliance



Significant improvement
in app performance and uptime



Auto-scalability
for growing app usage demand



Enhanced productivity



IZO™ MANAGED CLOUD SERVICE FORMS A FORTRESS FOR NEXT-GENERATION GLOBAL INSURANCE PLATFORM



74 insurers aboard and counting

For competitive advantage, elseco decided to build the ATOM insurtech next-generation technology platform with SAP as co-innovation partner. For agility, cybersecurity and cost benefits moving to the cloud was vital. A hybrid IZO™ Managed Cloud Service for elseco was designed as a high availability environment with no single point of failure. A cloud node in Germany forms the production facility, supported by a disaster recovery site in the UK. They are securely connected over the Tata Communications Tier-1 network.



Bridging Germany, the UK and Dubai

A Tata Communications project team supervised the implementation. It exactly met ambitious elseco deadlines, assuring achievement of the ATOM insurtech launch date. Tata Communications helps elseco maintain a lean IT team able to concentrate on core commercial capabilities. The Tata Communications solution in Europe offers direct peering with 600-plus Internet service providers from over 50 countries. Using centres of excellence like Germany and the UK reassures global customers on the security of their data optimal low latency, and cyber security assure the resilience of the company's online presence while assuring regulatory compliance.



Launch deadline assured



End-to-end infrastructure support

“With Tata Communications we get a one-stop shop including security and connectivity as well as compute and storage. Equally importantly, they hit the right price point.”

LAURENT LEMAIRE, CHAIRMAN AND CEO, ELSECO



FEDERAL BANK ENTRUSTS CORPORATE WEBSITE HOSTING TO TATA COMMUNICATIONS

Federal Bank offers a full range of services like Internet banking, mobile banking, merchant banking and insurance. Some 20 years ago, it was one of the first in India to set up a transactional banking website. But using in-house servers, as traffic grew there were availability issues. At one point the website was down for three days.

A Tata Communications Managed Hosting Service was chosen as a home for the website. In an infrastructure-as-a-service (IaaS) deal, Federal Bank opted for physical web servers, application servers and database servers with security assured by a physical firewall. Zero disruption during the transition to the IaaS architecture won many plaudits.

Among the benefits of the IaaS architecture, up-time is a standout item. Over a five-year period, greater than 99.999 per cent availability has been achieved. With online banking taking off in India – just like in the rest of the world – Federal Bank also wanted a disaster recovery facility. Tata Communications provided a cloud-based solution to boost the resilience of the company's online presence while assuring regulatory compliance.

“Assured availability and price were key criteria in our choice of Tata Communications. In addition, we could opt for an infrastructure-as-a-service architecture to allay security and performance concerns.”

JOHNSON K JOSE, CIO, THE FEDERAL BANK LIMITED



Fully secure
data separation



Zero disruption
during transition



99.999% availability
over five years



Rapid recovery
from major cyberattacks



TATA COMMUNICATIONS HELPS ABP OFFER GREAT CUSTOMER EXPERIENCE TO BUILD AUDIENCE LOYALTY

ABP wanted to develop a hyperlocal newspaper app (ABP SA) with the objective of empowering and engaging readers through audio-visual content, opinion polls, citizen journalism, contests, and so on. To host this app along with the company's web portal the company wanted a secure, scalable and stable platform. That would assure the great customer experience needed to build the loyalty of audiences showing preference for local news.

With outdated hardware, scalability issues surfaced. Application migration to AWS was proposed. Legacy applications as well as the new app would be managed in the AWS public cloud on eight virtual machines. The AWS public cloud platform hosts all ABP SA business applications. AWS services include Amazon Elastic Compute Cloud and Amazon Relational Database Service. Migration to the AWS cloud resulted in minimum latency and 99.9% application availability for an enhanced customer experience. Moreover, scalable infrastructure easily accommodates fluctuating website traffic.

"We use AWS as a key partner for customer facing apps and hosting a wide range of media files including images. It's very reliable with no service interruptions. As an AWS advanced consulting partner, Tata Communications enables seamless and secure connectivity to AWS. It is very easy to spin up new virtual computing environments on demand."

BISHWAJIT KOLAY, HEAD OF WEB & MOBILE APPS, ABP PVT LTD



99.9%
application availability



Minimal
latency



Enhanced
customer experience



Scalable
infrastructure



ENABLING DLF TO TRANSITION IT INFRASTRUCTURE TO CLOUD FOR STABILITY AND SECURITY

With aggressive expansion plans, DLF was looking for a scalable solution to reduce TCO without diluting capital or staff resources. The company also wanted to migrate its IT infrastructure from on-premise to a cloud-based architecture for better security and stability. In addition, DLF needed a disaster recovery solution for high availability and resilience in the event of any business-critical application failure.

A managed Microsoft Azure solution from Tata Communications used 29 virtual machines (VMs) in the main data centre and five VMs in the disaster recovery (DR) data centre, along with network and storage components. Continuous replication between main and DR data centres ensures VMs are always up and running. An IZO™ Private Connect service ensures cloud traffic is carried at high-speed over the Global VPN and full unified threat management protects the infrastructure from cyberattack.

“A managed Microsoft Azure solution from Tata Communications was chosen as the two companies are a perfect fit. DLF business-critical applications are now hosted in the cloud. We were impressed by the Tata Communications transition processes, which ensured absolutely nothing got missed.”

GYAN TRIPATHY, ASSISTANT VICE PRESIDENT - IT, DLF



35% TCO reduction



Minimal latency



Dedicated onsite support



Cybersecurity for cloud traffic



CAIRN TRANSITIONS ITS FILE SERVER TO THE CLOUD FOR SECURE AND DURABLE DATA ARCHIVE STORAGE

Cairn India was looking for a partner for file server migration to the cloud for data archival, with no chance of its data escaping outside Indian jurisdiction. With 200+ file shares and over five million files, backup policies and data security had to ensure 100% availability.

An AWS Managed Volume Gateway with 80TB capacity ensured best server, storage and file share performance for end users. Primary data is stored in a customer data centre, while asynchronously backed up using AWS Elastic Block Store. AWS Glacier, a low-cost archival service, provides secure and durable storage. Direct and secure connectivity from the customer data centre to AWS uses WAN linkage, while AWS encrypts data during transfer. Successful file share migration, keeping data locally in an on-premise data centre while maintaining backup in AWS ensures low-latency access. The gateway also uploads data to AWS with high security. AWS Volume Gateway offers features that help maintain data security, with significant cost reduction by moving the data to AWS Glacier.

“We were looking for a cloud partner to help maintain our data locally in India without any outside access and Tata Communications was chosen. We were impressed by the ideal, cost-effective managed AWS Volume Gateway and Amazon Glacier solution from Tata Communications. Their commitment to provide all-time support has been key to help drive our business forward.”

NAGARAJAN KRISHNAN, DGM, CAIRN



Data security assured during cloud transfer



Low-latency architecture



100% data availability



Cost reduction significant



THE
PRINTERS MYSORE



THE PRINTERS MYSORE DEPLOYS IZO™ CLOUD TO DELIVER REAL-TIME REGIONAL NEWS TO THE WORLD

For over 70 years, The Printers Mysore has been delivering local Karnataka news and content through multiple newspapers and publications across India and abroad. With a combined print readership of over 2.8 million, the newspapers also get more than 14 million unique digital page views per month. Distributing fresh news daily takes a state-of-the-art editorial content management system. Deployed on on-premise servers, that needs unflinching back-up. The team turned to Tata Communications for a reliable solution.

An IZO™ Cloud hot disaster recovery solution with real-time back-up of the content management system and its data uses high-speed secure connectivity. Instant data transfer and archiving between the live on-premise server and the cloud environment is assured. Easy remote login enables anytime, anywhere content access and retrieval. Business continuity means readers worldwide unflinching receive the latest daily news and content in English and their own language, cementing customer loyalty for the publication house.

“One thing a news media house cannot afford is editorial system downtime, data corruption or data loss. Cloud-based disaster recovery from Tata Communications eliminates system failure worries and helps ensure on-time news delivery.”

SPOKESPERSON, THE PRINTERS MYSORE



2.8 million daily
readers get the latest news



14 million monthly
page views protected



24/7
monitoring and management



Business risk
mitigated



IZO™ PRIVATE CLOUD FUELS AGGRESSIVE BORDERLESS GROWTH FOR TRENT RETAIL

Trent Retail operates 130 outlets across India under the Westside brand name. One of the largest and fastest-growing retail chains in India, it specialises in designer fashion wear, accessories, and home furnishings. With new stores constantly springing up, the company's on-premise data centre was failing to keep pace. A way was needed to grow IT at the same speed yet, with competitive retail margins, contain costs. Flexibility to support traffic spikes during discount sales, festivals and holiday seasons was also important.

A Tata Communications IZO™ Private Cloud solution was chosen to host critical applications for Trent Retail. Forming a secure private environment, high performance and an availability SLA of 99.9 per cent increase application efficiency. Enabling virtually instant scalability, the system has the agility to spin-up compute resources on demand as new outlets are added and business volumes increase. Secure high-speed VPN connectivity links sites with the data centre for speedy archiving and other applications. Maintenance and support on a 24/7 basis are complemented by real-time back-up services.

“IT agility is pivotal to sustain an ambitious countrywide retail growth plan. IZO™ Private Cloud provided the elasticity to instantly scale and add new storage and compute resources as we aggressively added more than 30 outlets across the country recently.”

HRISHIKESH DESHPANDE, HEAD IT INFRASTRUCTURE, TRENT LIMITED



99.9% up-time SLA
assures application availability



Instant resource spin-up
as business volumes increase



Zero CapEx with OpEx savings
from pay-as-you-go pricing model



High security
for critical data



IZO™ CLOUD STORAGE FORMED PERFECT SOLUTION FOR STORING CCTV CAMERAS' OUTPUT

A global leader in IT services, Tata Consultancy Services (TCS) has put physical and cybersecurity at the top of its agenda. TCS has about 6,000 CCTV cameras installed at its more than 150 sites and offices in India. Output from these cameras used to be stored in two locations for six months. The IT team was spending valuable time handling and storing those CCTV tapes. Not only was this unsustainable business practice, but it also slowed down access and retrieval processes.

Tata Communications and TCS collaborated to design and implement an end-to-end digital solution architecture using IZO™ Cloud Storage, NDE links, firewalling, and innovative data routing and transmission technology. Now, CCTV tapes are a thing of the past. The content from cameras is sent to and retrieved from operational and DR storage at three Tata Communications data centres in India. Access takes minutes rather than days and there are huge environmental benefits too.

“Not only are we saving many thousands of man-hours per annum, but access times have dropped from days to minutes, which gives us much improved security.”

ZANKAR ABHYANKAR, SENIOR CONSULTANT,
TATA CONSULTANCY SERVICES



Nearly 6,000 CCTV cameras' data managed



Over 760 tonnes of CO² eliminated every year



Saved 4,000 man-hours per annum



Days to minutes time taken for retrieval



IZO™ PRIVATE CLOUD KEEPS POWER GENERATION COMPANY AT THE INDUSTRY'S FOREFRONT

India Power Corporation Limited (IPCL) is a leading Indian energy company offering power generation and distribution. A key move in the company's digital journey was the adoption of SAP ERP software to improve reporting and analytics and run IoT apps as part of a smart grid. To take full advantage of those innovations, IPCL planned a transition from its legacy on-premise data centre to the agility and scalability of the cloud. The search for a hosting partner led to IZO™ Private Cloud from Tata Communications.

Scalability tells its own story. One weekend the billing cycle froze as the SAP database had bust its limits. An emergency call to the Tata Communications account team liberated extra storage capacity. By Monday everything was back to normal. Customers never even noticed. The hosting solution runs other apps like BI, IoT, mobile, and a customer portal. They breed vast volumes of data and IZO™ Private Cloud assures the scalability to cope, while a pay-per-use commercial model means zero CapEx and significant cost savings.

“Our business is power generation and distribution, not the relentless management of hosted services. For the latter we rely on Tata Communications, who offer best-in-class hosting infrastructure and expertise.”

SANJEEV SINHA, PRESIDENT, IT AND DIGITIZATION, INDIA POWER CORPORATION LIMITED



99.5% availability SLA
always exceeded



Optimised for vast ERP
data volumes



Significant digital CX
improvements



Instant scalability
demonstrated

OUR CLOUD CUSTOMERS INCLUDE:



GETTING HYBRID MULTI-CLOUD WORKING FOR YOU

In the spirit of true partnership, cloud specialists from Tata Communications will act as a seamless extension of your internal IT team, boosting its resources and expertise. In sharing best practice, they'll leverage knowledge gained in innumerable digital transformation initiatives right around the world.

That means you can take your own digital transformation projects forward faster, at scale and with better outcomes; enjoying the certainty that comes with our comprehensive hybrid multi-cloud portfolio.

Finally, our support services are designed to de-risk all stages of the cloud journey. Running from design and deployment to platform optimisation and proactive monitoring they confer confidence and peace of mind.

To discuss next steps, speak with your
Tata Communications account manager or go to:

<https://www.tatacommunications.com/contact>

TATA COMMUNICATIONS

www.tatacommunications.com

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