



### Business challenge

Following a divestiture, one of Tech Mahindra's clients needed to separate its IT systems from its former parent. In particular, it needed to deploy a new analytics environment as quickly as possible.

### Transformation

By provisioning IBM® Cognos® Business Intelligence on Cloud in just four hours, Tech Mahindra was able to deliver a complete reporting solution within five days – giving users the insight they need.



Dr. GVB Subrahmanyam  
Principal Solutions Architect  
Tech Mahindra

### Business benefits:

**25%**  
cost savings over three years, compared to on-premise alternatives

**Zero**  
downtime and low latency enable a seamless experience for global users

**4 hours**  
to complete cloud deployment, accelerating the overall go-live from weeks to days

## Tech Mahindra Delivering rapid return on investment with agile, available analytics services in the cloud

Part of the Mahindra Group, Tech Mahindra is a USD3.8 billion company with more than 103,600 professionals across 90 countries, who provide technology services, platforms, products and solutions to over 750 global clients, including several Fortune 500 companies.

*"We built the whole solution in five days, and it's been running for five months with no downtime."*

Dr. GVB Subrahmanyam  
Principal Solutions Architect  
Tech Mahindra

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## A need for speed

One of Tech Mahindra's clients – a specialty chemical company with several thousand employees and production facilities on four continents – was facing a challenge. Following a corporate divestiture, the company needed to separate all of its IT systems from its former parent's infrastructure, as quickly as possible.

Dr. GVB Subrahmanyam, Principal Solutions Architect at Tech Mahindra, explains: "For many of the client's applications, we needed to build a new physical infrastructure at a new data center. But for one of the most important systems – the business intelligence environment – we had a different idea. We persuaded the client to take advantage of IBM Cognos Business Intelligence on Cloud."

The client's previous IBM Cognos Business Intelligence environment had been installed on-premise at the former parent company's data center, but Tech Mahindra realized that moving to a cloud deployment could have significant advantages.



"At the client's new data center, we were working with multiple vendors for networking, servers, storage and security, which made any application deployment complex," says Dr. Subrahmanyam. "By choosing a cloud option instead, we could bypass all this complexity and get the new BI environment up and running within days instead of weeks."

## Cutting-edge cloud analytics

Rather than simply hosting a Cognos environment on a cloud-based server, Tech Mahindra advised the client to take advantage of the full software-as-a-service offering of IBM Cognos Business Intelligence on Cloud.

"Most cloud vendors just offer a platform – they don't have any application-specific expertise," says Dr. Subrahmanyam.

"The differentiator for IBM Cognos Business Intelligence on Cloud is that both the platform and the application come from a single vendor, so the technical support is first-class. Moreover, the IBM cloud platform – SoftLayer – offers much more advanced capabilities than most other vendors, at a much more competitive price."

Tech Mahindra was able to provision the new cloud environment in just four hours. The cloud-based Cognos application runs on virtual servers in a single-tenant SoftLayer environment that provides backup and recovery, load-balancing, and ISO 27001-compliant security features at the physical, network and application level.

Tech Mahindra then integrated the solution with the client's on-premise data warehouse and single-sign-on system – and was able to start delivering the first reports and analyses to the client's users within just five days.

Dr. Subrahmanyam comments: “We simply moved all of the client's existing Cognos reports and analysis tools over from the previous on-premise environment into the IBM cloud – so users have all the tools they need at their fingertips.

“It's a completely seamless experience for the users,” says Dr. Subrahmanyam. “In fact, most of them don't even realize that their Cognos reports are now being served from the IBM cloud rather than their own data center.”

## Security, availability, performance, and savings

From a technical perspective, Tech Mahindra has been impressed with the versatility of the IBM cloud analytics solution, particularly in terms of its ability to support a hybrid infrastructure, where cloud services interact seamlessly with on-premise systems.

Dr. Subrahmanyam states: “If you want to keep your data warehouse on-premise, you can. If you want to use on-premise authentication for single sign-on, it's not a problem. You get all of the advantages of a cloud platform without sacrificing flexibility in the architecture.”

For a diverse user community that includes senior executives, financial analysts and controllers, and operational managers at the client's chemical plants, the seamlessness of the user experience is the key.

“The users can run all of their reports and analyses exactly as before,” says Dr. Subrahmanyam. “Since we launched the cloud analytics solution five months ago, they have experienced zero downtime, and we have had no complaints about latency or performance. Considering the global nature of the user-base, and the fact that people are using the system 24/7, that is a significant achievement.”

Equally, the fact that no infrastructure investment or ongoing maintenance is required makes the solution highly cost-effective for the client.

“Our analysis shows that cloud analytics will save the client 25 percent over three years, versus a comparable on-premise deployment,” concludes Dr. Subrahmanyam.

“When you combine these cost savings with the high availability and the ability to deploy in days rather than weeks, it becomes obvious that IBM Cognos Business Intelligence on Cloud is the right choice – not only for this client, but for many of our other clients too.”

*“Our analysis shows that cloud analytics will save the client 25 percent over three years, versus a comparable on-premise deployment.”*

Dr. GVB Subrahmanyam, Principal Solutions Architect, Tech Mahindra

## Solution components

- IBM® Cognos® Business Intelligence on Cloud
- SoftLayer®

### Take the next step

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