

# Managed Services Across Hybrid IT

A global retailer was facing challenges managing its hybrid IT environment, which included legacy on-premises systems integrated with a public cloud platform. Disparate systems led to inefficiencies, higher costs, and difficulty in ensuring seamless customer experiences during peak shopping seasons.

The retailer required end-to-end management of their hybrid IT environment to improve operational efficiency, reduce costs, and provide consistent service availability.



## Solution

We provided a managed services solution tailored to hybrid IT environments:

1. **Unified Management Framework:** Consolidated monitoring and management using tools like ServiceNow and Splunk.
2. **Workload Optimization:** Identified workloads best suited for on-premises vs. public cloud environments (AWS and Azure).
3. **Proactive Monitoring:** Implemented AI-driven predictive analytics to minimize downtime.
4. **Dedicated Support Team:** Provided 24/7 support with SLAs aligned to business-critical operations.

## Results

1. Operational Efficiency: **Achieved a 30% reduction** in incident resolution time.
2. Cost Savings: Optimized hybrid workloads **saved \$1.5M annually** in cloud and IT expenses.
3. Improved Uptime: Ensured **99.99% service availability**, even during high-traffic events.
4. Customer Satisfaction: Enhanced **CX metrics** during peak shopping seasons with zero downtime.

