

TATA COMMUNICATIONS



CSRC CUSTOMER EXPERIENCE CENTER VISIT

CHENNAI

6TH DECEMBER 2018

ASPIRATION FROM DIGITAL TRANSFORMATION

- 1 80% Sales order become Zero Touch
- 2 30% Reduction in sales effort
- 3 50% Reduction in delivery time
- 3 70 Net Promoter Score
- 4 ONE Single source of truth for all customer and service inventory data
- 5 15% Productivity gains



DISCOVER & DESIGN: 10+ IN-DEPTH ETHNOGRAPHIC INTERVIEWS SURFACED 5 KEY CUSTOMER PAIN POINTS

Information reuse

Repetitive ask for similar information during various stages of journey

“ For every order, we have to share the same information with the account manager, solutions team and delivery guys

Global IT Manager,
Leading Indian
Chemical MNC

Delivery promise

Frequent deviations on pre-committed deadlines, deliverables and cost without prior notice

“ Timelines do not hold for majority of locations. I can understand for 1-2 locations, but delays across the board are concerning

Head of Global Telecom, BPO

Accountability

Multiple stakeholders interact during different stages

“ Contact points keep on changing. New folks do not know what is going on in the background and I have to keep stating requirements again and again.

Head of Commercials, Chemical &
Consumer Goods

Agility

Elongated response time for every stage of purchase & delivery

“ If you're able to do feasibility real time, that is a huge deal, it'll save me a lot of time

Head of Commercials, Global
Chemical and Consumer Goods

Transparency

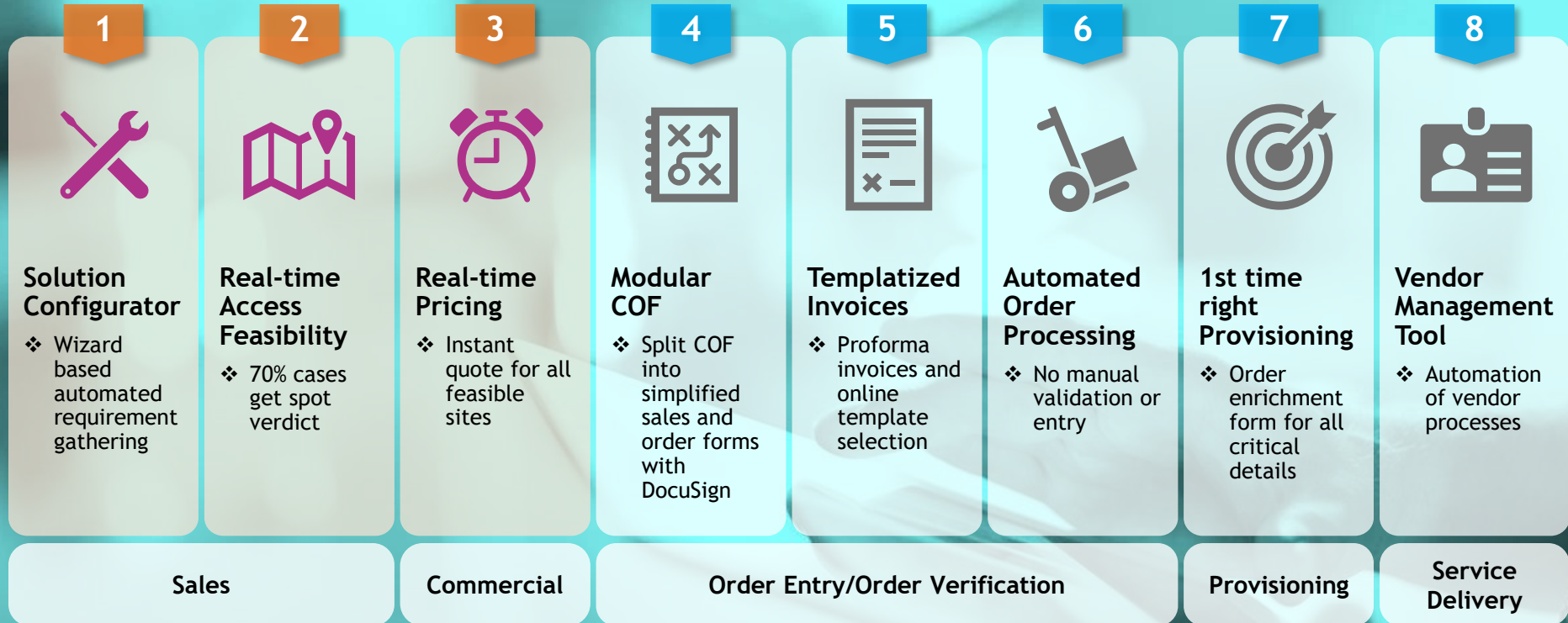
Unclear asks for order processing & no self help mechanism

“ It is very important to keep a track of all requests and their statuses. Where is the delay and why

Head of Infrastructure
Services, ITES MNC

“ After delivering the links, you come back and ask us for legal documents without which links will be dead. A requirement of this criticality should be told to me on day 1

Commercials Manager, Leading
Indian Chemical MNC



ENTERPRISES DEAL WITH A COMPLEX IT ECOSYSTEM

WITH DIGITAL TRANSFORMATION AT CENTRE STAGE

EARLIER INFLUENCERS

DISPARATE IT ENVIRONMENTS	SECURITY AND REGULATORY PROBLEMS	IRREGULAR WORKLOAD
Legacy Infrastructure	Security	Legacy
Hosted	Compliance	Batch
Private cloud	Governance	ERP
Colocation	Regulatory	Dev/Prod
Public cloud	Certifications	

NEXT GENERATION INFLUENCERS

SILOED DATA	APPLICATION	DISPARATE INTERNAL AND EXTERNAL PEOPLE
Structured data	Monolithic	CMO CDO
Unstructured data	N-Tier	Partners IT/developers
Data generation across: <ul style="list-style-type: none"> • Mobile • People • Sensors • Geographies • Compliance 	Faster Go-to-market through: <ul style="list-style-type: none"> • Application modernization • Agile development 	Global offices Extension of organizational ecosystems: <ul style="list-style-type: none"> • Social • Marketplace vendors

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MANAGED HOSTING AND MANAGED SECURITY SERVICES

OUR HYBRID CLOUD PRINCIPLES FOR A ROBUST DIGITAL CORE



DIGITAL TRANSFORMATION IN A SINGLE PANE FOR ENTERPRISES

BRINGS DISPARATE IT TOGETHER, PROVIDES CHOICE OF PLATFORM FOR EVERY WORKLOAD AND INTEGRATES SECURITY

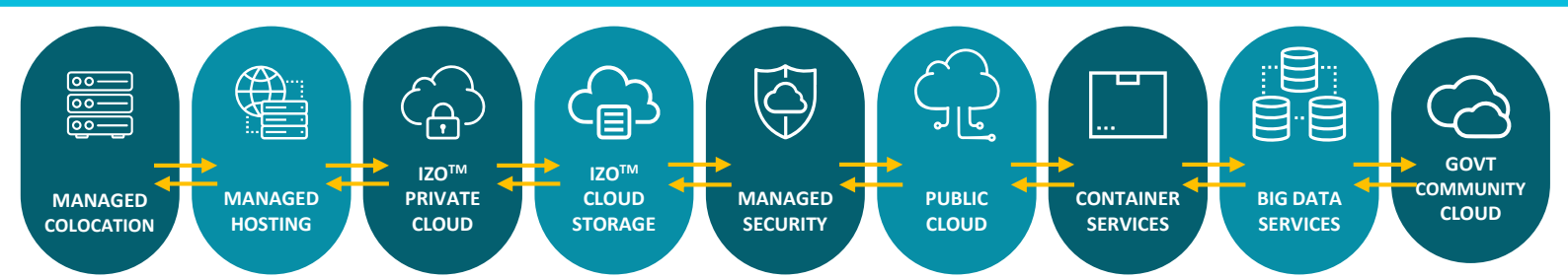
PROVIDED AND MANAGED BY TATA COMMUNICATIONS



SELF-SERVICE MANAGEMENT CONSOLE



“CATALYST”-TATA COMMUNICATIONS ORCHESTRATION LAYER



SUPPORTED BY GLOBAL SERVICES MANAGEMENT CENTRE – 365 X 24 X 7

- Platform for any workload
- Each platform on hybrid model
- Tightly integrated
- Pay as you use
- Control back to users

OPPORTUNITY SIZE AND COMPETITION

		MHS	MSS
	OPPORTUNITY SIZE	FY21 - \$9 Billion	FY21 - \$1.4 Billion
COMPETITION			
	APAC	NTT Communications, Singtel, BT, Orange	Singtel, Quann, Di-Data, NTT Comms
	INDIA	Netmagic, SIFY, Ctrl-S, ESDS	Dimension Data, Wipro, Paladion, Sify, IBM, Inspira, Tech Mahindra, Delloite, PWC, Netmagic
	MEECA	Du, Oreedoo, Cloud4C	Paladion, IBM partners, Wipro, Eti Salat
	EU	BT, OBS, T-Systems	BT, OBS, Cap Gemini, Singtel-Trustwave, Akamai
	AMERICAS	Rackspace, Centurylink	Verizon, Secureworks, IBM, Akamai

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CASE STUDIES



GOVERNMENT COMMUNITY CLOUD & OUR COMMITMENT TO BUILDING DIGITAL NATIONS



LAUNCH OF GOVT COMMUNITY CLOUD IN INDIA



HIGHLIGHTS OF GOVT COMMUNITY CLOUD, INDIA

- Ministry of IT Certified cloud service provider
- Govt. embraces our open framework for future proof integration
- Data security highlights: Data to reside within the country
- Our GCC node presence: Delhi and Mumbai

OUR COMPLIANCE & CERTIFICATIONS IN GLOBAL GEOGRAPHIES



REGION: INDIA



REGION: SINGAPORE



REGION: EUROPE



OUR GO TO MARKET PLAN FOR BUILDING DIGITAL NATIONS



FOR GOVT VERTICAL:

- Smart cities
- Citizen services

WITH OTHER VERTICALS

- PSUs in BFSI, oil and gas and other verticals
- Global system integrators to host Govt. workloads on GCC

THE LARGEST E-COMMERCE PLATFORM IN INDIA: GOVT. E-MARKET PLACE (GEM)

- 16524 buyer organisations, 73,490 sellers and 4,53,173 products, which facilitates online procurement of common use goods and services required by various Government departments / organisations / PSUs.
- Tools of e-bidding, reverse e-auction and demand aggregation to facilitate the government users, achieve the best value for their money.



KEY CUSTOMERS ON GOVT COMMUNITY CLOUD



SMART CITY PROJECT FOR ONE OF INDIA'S DEVELOPING CITY:

- Numerous projects such as intelligent street lights, intelligent transport system



KHIMJI RAMDAS CASE STUDY

SAP HANA IMPLEMENTATION, MIGRATION AND MANAGEMENT



CHALLENGE

- ❖ Managing user downtime was a major challenge due to older version of SAP landscape
- ❖ Selecting and installing the SAP HANA infrastructure
- ❖ SAP version upgradation and data migration to SAP HANA setup without disrupting the production and business

SOLUTION

- ❖ An end to end migration process and support
- ❖ To ensure the SAP instances run better in terms of performance as per the customer expectations
- ❖ Set up SAP HANA high availability DC & DR for ECC & BW
- ❖ Post production go-live support
- ❖ Two rounds of HA & DR testing with knowledge transfer
- ❖ Fully managed services ensure 24/7/365 availability.

KEY HIGHLIGHT OF THE DEAL

- ❖ With meticulous planning, Tata Communications infrastructure enabled hassle free migration with minimal downtime for SAP HANA adoption

BUILDING & MANAGING AN ADVANCED SOC FOR A LEADING INDIAN BANK



POWERED BY OUR MULTILAYERED SECURITY FRAMEWORK



CHALLENGE

- Integration of new technology with existing infrastructure
- Require in house SOC with cutting edge technologies
- Inadequate on-premise security domain expertise

SOLUTION

- Managed all specifications and compliance requirements
- Flexible and cost-effective commercial model
- Best of breed technology across all 25+ technologies
- Alignment of skilled and certified resources L1, L2, L3 for E2E management of SOC infra and standalone technologies

THEME



BENEFITS



Consistent monitoring and infrastructure consolidation



Strong vendor engagement and partnership

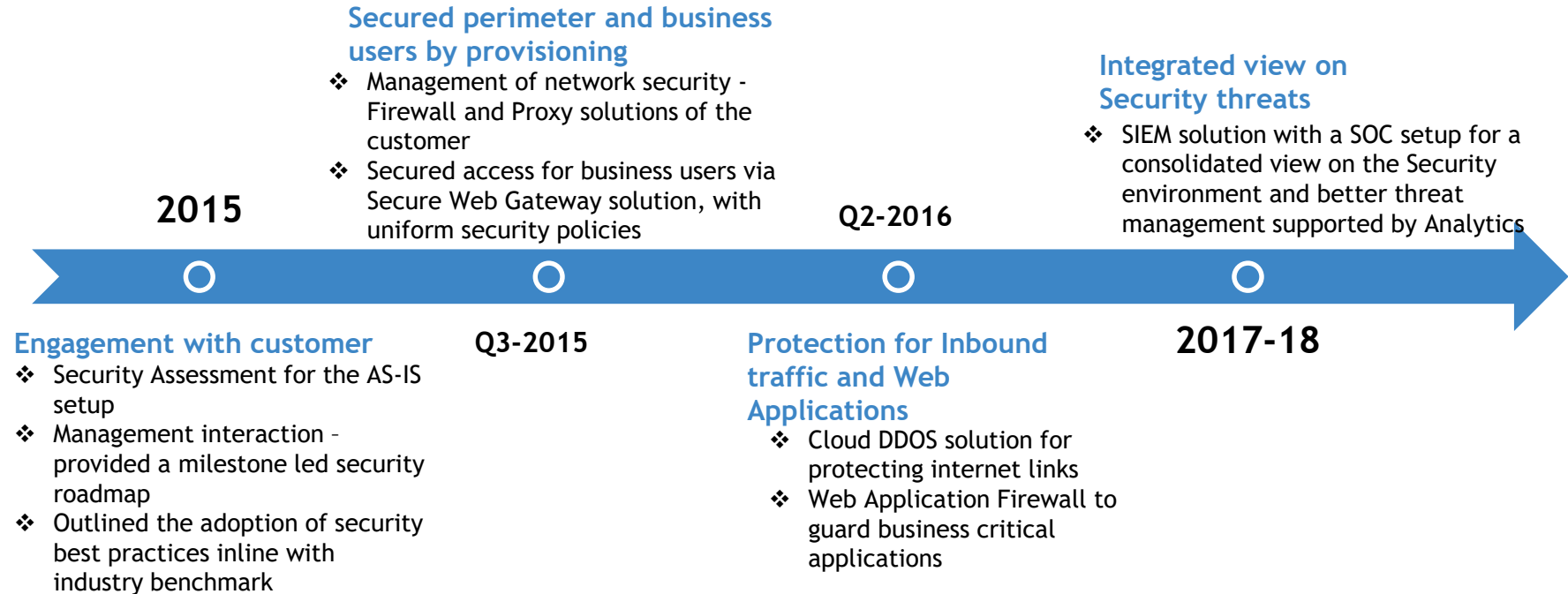


Flexible and Scalable solution

CUSTOMER - A LEADING GLOBAL WATCH MANUFACTURER



PARTNERING OVER 3 YEARS TO CREATE A ROBUST SECURITY POSTURE FOR THE ENTERPRISE
PROTECTING THEIR CONFIDENTIALITY, INTEGRITY AND ENSURING AVAILABILITY



TATA COMMUNICATIONS



FOCUS ON SKILL BUILDING



FOCUS ON SKILL BUILDING

Cyber
security lab
at SASTRA
University



Capstone
projects at
SUTD



Internships
in CSRC
and GSMC



CONTRIBUTING CONTINUOUSLY TO OPEN SOURCE COMMUNITY

Vancouver Presentation



Tata Communications is on Stackalytics now
- The community heartbeat on development and opensource

Live-in Virtual machines and Containers



Barcelona presentation - Dynamic overprovisioning techniques

Austin presentation - Intelligent workload in HA - Gaps in dealing with OpenStack™ component failures



AS A PRIME ADOPTER AND THOUGHT LEADER

THANK YOU

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<http://tatacommunications-newworld.com> | www.youtube.com/tatacomms

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