

CUSTOMER SNAPSHOT

Mindtree Builds Global SaaS Applications Business with CenturyLink's Managed Hybrid IT



Mindtree is a global technology services company with deep expertise in infrastructure, applications development and management, and vertical solutions that assist Global 2000 companies to optimize and transform their IT environments into strategic assets.

“CenturyLink has proven to be an outstanding strategic provider partner. They worked closely with us to ensure we offer our customers a consistent and world-class level of service. With their help, Mindtree continues to expand our business to other global customers.”

Raghavendra Gopalakrishna
Head of Global Programs
Mindtree

Mindtree developed a Fast Moving Consumer Goods (FMCG) distributor management system solution to address the business requirements of their end customers. This vertical specific application is targeted at FMCG companies that require enterprise resource planning (ERP) and coordination of a large number of distributors. A customer of Mindtree's distributor management solution is one of the world's largest FMCG corporations.

Challenge

- To meet the indicative enterprise expectations of multi-national customers such as this global company, Mindtree needed to refresh and upgrade their infrastructure
- A key challenge to overcome was ensuring the solution was cost-effective for distributors in developing economies, while also being sufficiently robust for major markets that experienced significantly higher transaction volumes.
- Given the large seasonality variance across peak and low demand periods, Mindtree's solutions demanded infrastructure which was highly elastic for both their online and offline distribution system components.

Solution

- CenturyLink worked with Mindtree to architect an optimal performing Hybrid IT solution configuration for their primary production environment in Singapore, and Disaster Recovery (DR) site in Hong Kong.
- To ensure optimal network performance between sites was also a key requirement. Mindtree's online solution leverages a combination of CenturyLink's Dedicated Cloud and Managed Hosting products for the primary/DR sites, and CenturyLink Wide Area Network (WAN) services for network connectivity.
- CenturyLink's Public Cloud is also used to deliver the offline components of the distribution system.
- CenturyLink's technical Service Management capabilities were engaged to fully transition the solution to Mindtree's environment and helps provide ongoing maintenance.

Result

Mindtree was very satisfied with their new infrastructure. With CenturyLink's Transition Management assistance, they refreshed the complete environment, doubled the solution's underlying infrastructure capacity, and have enabled a total of 15 countries with their distribution system on the new SaaS solution platform.

"We are taking this solution to other segments," said Raghavendra Gopalakrishna, head of global programs for Mindtree. "CenturyLink has proven to be an outstanding strategic provider partner. They worked closely with us to ensure we offer our customers a consistent and world-class level of service. With their help, Mindtree continues to expand our business to other global customers."

Moving forward, Mindtree has plans to grow their online and offline environment to handle more transactions as across a total of 28 countries.

Global Headquarters

Monroe, LA
800-784-2105

EMEA Headquarters

United Kingdom
+44 (0)118 322 6000

Asia Pacific Headquarters

Singapore
+65 6768 8098

Canada Headquarters

Toronto, ON
1-877-387-3764