

# Common Infrastructure and Operations Platform

Transformational Invisible Infrastructure program implementing a common platform for IT service delivery



## Project goals

This is the transformational program linked to a future IT Strategy based on Invisible Infrastructure.

The program defined the strategy, roadmap, technology and operating model for consumption-based infrastructure and platform services, all made available through a common portal. Vendor independence is a key goal of the program, ensuring no vendor lock-in and maximum flexibility and portability of services.

Regulatory compliance issues in multiple geographic regions and vertical market segments must be supported by the platform, while maximizing standardization



## The Challenge

The client operates in multiple regulated industries and more than 100 countries, resulting in a complex matrix of compliance requirements for infrastructure and applications (SOX, HIPAA, PCI, Export Control, etc.) Ensuring compliance and security of the infrastructure was historically the primary barrier to service improvement, provisioning of new services and agility of the business itself.

The transformation to an Invisible Infrastructure approach introduces profound changes to the service management and governance structure, which is further complicated by multiple in-place outsourcing contracts. Likewise, adoption of the new service model by the business units required a very targeted socialization and education program to consumers of IT services.

With a lengthy history of outsourcing and the use of bespoke solutions to meet business needs, the client was under strong vendor lock-in for key business application.



## Results

We have assisted the client in defining and implementing their common platform strategy, and in putting the platform into use for internal and external consumers. The client now has six infrastructure providers on-boarded into the brokered platform, ensuring infrastructure products within the service catalog for workloads across Europe, the Americas and Asia. This includes specific support for workloads compliant with regulations such as SOX, HIPAA, Export Controls and PCI.

The program is on going as consumers adopt the expanding services on offer.

*"We're looking across our existing product divisions to see how we can optimize and scale out our operational platforms. All of this translates into a pretty radical change for the organization and IT will be instrumental in enabling that transformation."*

*A key challenge is the fact that we have a complex IT environment, typical of a large global organization with a history of acquisitions. I'm confident that we'll be able to figure out what the new IT landscape must look like; what's far more challenging is managing the transition."*

**CEO**

## CUSTOMER OVERVIEW

This client is a global leader in energy efficient lighting, consumer products and healthcare. The organization is represented in more than 100 countries and has over 120,000 employees.

Virtual Clarity executed this project on behalf of the Head of Infrastructure and working closely with application owners in all divisions of the enterprise.

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