TATA COMMUNICATIONS

TATA

INTERGLOBE

CASE STUDY

New Connections for the Digital Age

How Tata Communications is unlocking InterGlobe's borderless growth

Consolidated IT infrastructure supporting exponential expansion, enabling cost savings of 25% to 30%

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A new business venture, up and running on Cloud within just three months

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Building a secure and better-connected future

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Business benefefits achieved

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Consolidated IT infrastructure supporting exponential expansion

InterGlobe Enterprises holds leadership positions in Aviation, Hospitality, Logistics, and Travel-related services.

The company's journey with Tata Communications started in 2014 when the latter helped to deploy network and colocation services, whilst also introducing a new managed hosting environment throughout its data centre portfolio.

InterGlobe had a scattered workload and overstretched resources spanning multiple data centres. Disparate locations meant InterGlobe had a high cost of ownership, maintenance overhead, and was over-provisioned for seasonal traffic.

In 2019, InterGlobe decided to jump-start its IT transformation to consolidate its workloads and optimise manageability, scalability, and security across its seven businesses spanning the world.

Facing rapid expansion and increased requirements for higher bandwidth, IT flexibility, and security across its operations, InterGlobe evaluated several top cloud solutions providers to identify which would deliver the best availability, manageability, and scalability. After extensive market analysis, the Group elected to partner with Tata Communications.

"During our search, we needed to select a partner based on its expertise, efficiency, and flexibility," recalls Neeraj Singh, Head of IT and Information Security for InterGlobe Enterprises. "After evaluating a broad set of providers, we knew Tata Communications would deliver the highest value we could achieve in implementing managed cloud solutions across our organisation."

> " We wanted to optimise our workload in a more cost-efficient and manageable way."

Neeraj Singh
Head of IT and Information Security,
InterGlobe Enterprises

ABOUT INTERGLOBE

Since 1989, InterGlobe has been building businesses and representing global brands that deliver quality and value, bridging the gap between people and markets through innovation and service leadership.

With businesses in Aviation (IndiGo), Hospitality, Logistics, Airline Management, Travel Commerce, Advanced Pilot Training, and Aircraft Maintenance Engineering, the Group employs 27,000+ professionals across 28 countries.

...enabling cost savings of 25 to 30%

InterGlobe wanted to capitalise on the benefits of managed cloud options and accelerate its business plan of taking its existing digital estate to the cloud. It reaped the maximum rewards through Tata Communications Vayu Cloud, which provided an effective one-stop solution for better control and monitoring of cloud-related functionalities to gain more access to its business data and stay ahead of the competition.

When InterGlobe was managing its workloads in-house, the team was vast as it had to hire professionals for each technical skill area such as database administrator,

ADI administrator, or MS data senior administrator. This led to a sourcing pain point due to talent shortage in the industry to ensure that the team had the right technical skills and abilities to manage the entire workload across the network.

Having deployed Tata Communications' solutions and moved its workloads to their environment, unnecessary legacy network architecture was removed, and the IT team became very lean. Post deployment, InterGlobe saw overall cost savings of 25 to 30%.

WHY TATA COMMUNICATIONS

Expert Partner

In-depth knowledge and experience managing IT infrastructure and business-critical workloads

Unwavering Dependability

Ongoing availability of specialists for end-to-end migration support based on applications interdependencies and criticality

Business-Led Solutions

Scale on demand across operating systems, and a hybrid-ready cloud platform with bespoke solutions

A new business venture, up and running on Cloud
within just three monthst

In 2021, InterGlobe sought Tata Communications' expertise again, this time to boost the performance of its new joint venture with United Parcel Service (UPS) in the Indian logistics market. The initiative—Project MOVIN—demanded rapid deployment of a cloud- based architecture to scale and host business-critical production, development, and UAT workloads.

Tata Communications architected and created tests in a development environment before building in the production Azure environment. The new business' servers, database, and other workloads were added to Tata Communications Managed Cloud Services for Azure and monitoring, backup, and storage services were implemented, all within a span of three months.

With the addition of Azure Analytics in 2022, InterGlobe leveraged big data lake solutions and secured real-time monitoring mechanisms to analyse market behaviour and support insight-driven decisions.

" **100% of all our applications are now on the cloud.**"

Neeraj Singh
Head of IT and Information Security,
InterGlobe Enterprises

"Within three months, we were up and running with applications and other essential tools in place. We achieved full performance visibility on resource utilisation, availability, and integrated incident management. Most importantly, it gave us cost oversight and improved productivity through resource management and cloud control."

TATA Communications
InterGlobe Timeline

2014-2017

- Deploys Network and Colocation Services
- Introduces new managed hosting environment across data centres

2019

- Starts Tata Communications Vayu Cloud migration
- Public Cloud
- Kicks off parallel private and public cloud strategy at Delhi GK1 Data Centre

2021

- InterGlobe begins partnership with Tata Communications to support MOVIN, a new JV with UPS
- Tata Communications architects, sets up, and tests in the development environment before building in the production Azure environment
- Implements Managed Azure solution with monitoring, backup, and storage services
- Sets up Disaster Recovery services
- Integrates Disaster Recovery services into Tata Communications Vayu Cloud in Bangalore

2022

- Tata Communications integrates Azure Analytics
- Data lakes services and additional analytics services provided
- Tata Communications starts deployment of Vayu SDWAN across 30+ locations in India
- Tata Communications Vayu SDWAN to expand to 110+ locations

Building a secure and better-connected future

"Since the Covid-19 pandemic, we have experienced surging attacks to our perimeter firewalls. From a disaster recovery and business continuity perspective, we knew we had to ensure that we had the right tools and partner in place to secure all our critical workloads."

Neeraj Singh
Head of IT and Information Security,
InterGlobe Enterprises

To enhance its security and business continuity plans further, InterGlobe also decided to establish a Disaster Recovery (DR) facility. It reviewed the market and once again chose to partner with Tata Communications and its fully managed DR Service. After just three months, a data centre in Bangalore was operational with applications such as Active Directory and other essential tools. A new identity and access management (IAM) framework was in place. DR services were integrated into the Tata Communications Vayu Cloud.

2022 marked a new milestone in the partnership with the deployment of Tata Communications Vayu SDWAN in 30+ locations across India. "100% of our applications are on the cloud. So, we needed a secure SDWAN for bandwidth efficiency and maximum uptime to ensure data transmission across multiple connections would be more efficient and affordable without sacrificing security, data privacy, or performance," Singh recounts.

By implementing Tata Communications Vayu SDWAN, InterGlobe and its businesses can view and manage connectivity from single integrated and centralised dashboards. This network view reduces complexity and makes it easier to manage at scale. The Tata Communications

Vayu SDWAN also manages traffic prioritisation and congestion, maintaining high-quality data transfer and traffic.

Tata Communications Vayu SDWAN enables rapid deployment and provisioning in difficult or remote locations without requiring technicians to visit each remote site. The low cost and ease of deployment will allow InterGlobe to expand quickly as they can get new locations up and running with much less friction. This simplifies deployment and allows InterGlobe to be nimbler and more responsive to market conditions.

Instead of implementing security measures in each location, Tata Communications Vayu SDWAN enables cloud-based management and establishes centralised policies with distributed enforcement and updates at all locations in a timely manner. This ensures that any security patches are automatically delivered, ensuring a consistent security position.

"We opted for Tata Communications Vayu SDWAN services because we wanted to stay on top of any internet outages, secure our locations, and manage all our needs efficiently. Over the next five years we plan to expand Tata Communications Vayu SDWAN to 110+ locations." mentions Singh.

SOLUTIONS APPLIED

Network and Colocation Services

Managed Hosting Services

Tata Communications Vayu Cloud

Tata Communications Vayu SDWAN

Tata Communications Managed Cloud Services For Azure

Azure Analytics

DR Services

InterGlobe Achieved ...

25%-30%
cost reduction with flexibility to adapt based on evolving requirements

99.99%
availability of infrastructure applications with zero downtime

100%
of all applications now on cloud

Leaner Team
Leaner, agile, and more efficient team

Analytics
Analyse market behaviour and support insight-driven decisions

Rapid Expansion

- InterGlobe's entire digital estate on Cloud within 24 months
- DR services implemented within three months
- Project MOVIN moves to Cloud within three months

"Tata Communications are complete tech experts capable of catering to our future requirements, implementation, and flexibility of location. It's very hard to quantify all of Tata Communications' excellent benefits, but their highly skilled technical team's availability and ready-to-support attitude are top-notch whether it's to do with servers, Cloud Services, Infrastructure, SDWAN, or any other solution."

Neeraj Singh

Head of IT and Information Security,
InterGlobe Enterprises

TATA COMMUNICATIONS

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a global digital ecosystem enabler powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables the digital transformation of enterprises globally with collaboration and connected solutions, core and next-gen connectivity, cloud hosting and security solutions, and media services. 300 of the Fortune 500 companies are its customers, and the company connects businesses to 80% of the world's cloud giants.

For more information, please visit **www.tatacommunications.com**

Vayu | SD-WAN

Contact us