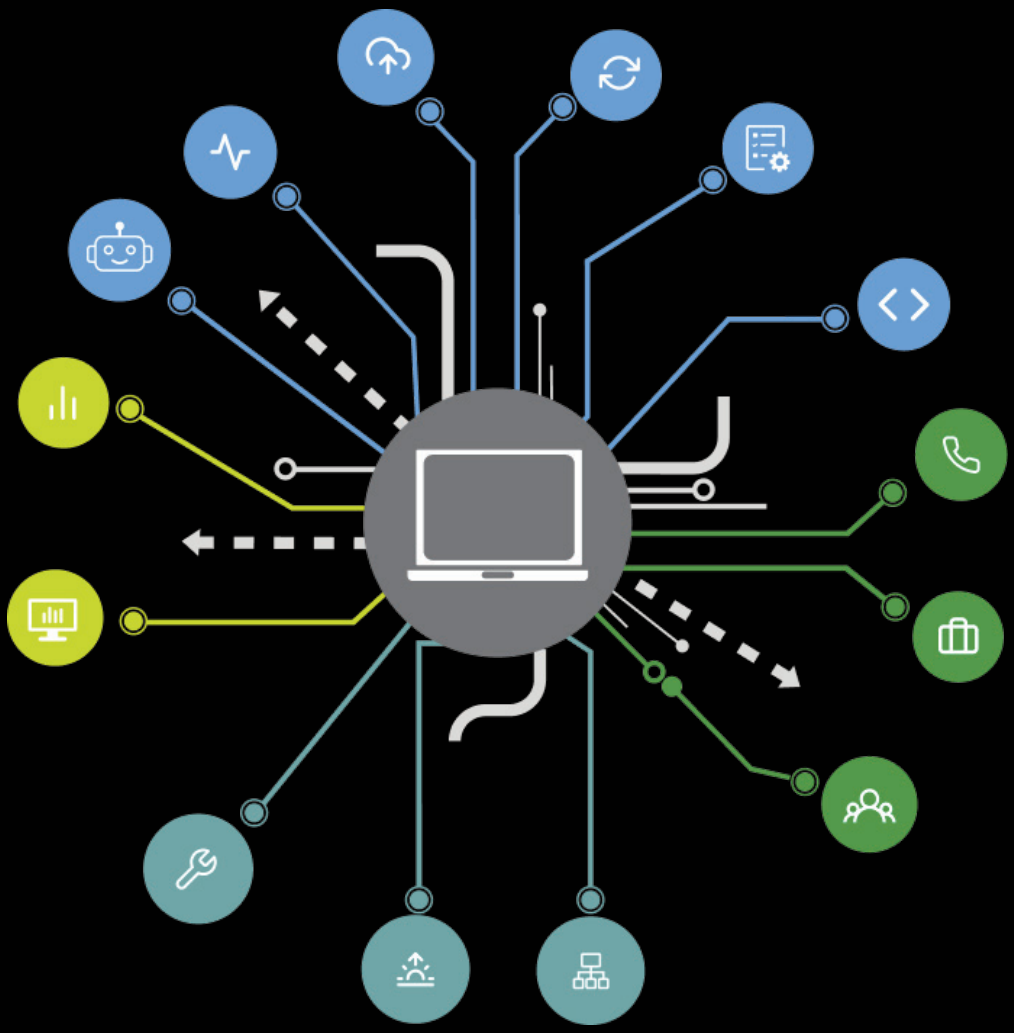
Deloitte.



OperateSync™

July 2023

Are you getting wary of the constant disruptive market environment? Are your resources able to navigate an increasing complex IT environment to grasp the opportunities it presents? Or is your business burdened with the pressure of integrating capital intensive technology into its framework, which doesn't deliver the business outcomes you're looking for?

Today's enterprise IT applications require agility, automation, and integrated toolsets to provide an enhanced **OPERATE** experience to match rapidly growing business demands.

Typical challenges faced by organisations today.

- Lack of harmonisation between business needs and technology adoption
- Reluctance to keep pace with evolving technology trends due to lack of exposure
- Inability to choose precise tooling combinations
- High capex to implement and maintain assorted toolsets
- Lack of operational transparency on application maintenance services (Operate) with low predictability for features / enhancements

Our first-in-class approach

If you can relate to any of these experiences, **OperateSync™** is the solution for you. It adheres to new age digitisation concepts, which trigger technology as a layer, to augment Enterprise IT Application Management Services for clients.

OperateSync™ is a framework that is designed with advanced service engineering concepts, which use cohesive toolsets for ITSM, release planning, DevOps, CI/CD/CT/ and CM.

The framework is equipped with pre-configured rulesets, scripts, dashboards and enables a differentiated delivery methodology.

Enhanced with a technology agnostic service and estimation catalogue, the framework extends T-shirt based commercialisation models to address evolving customer requirements.

Client Speaks

Implementing OperateSync™ helped us drive automation for our change and release management processes thereby ensuring that our new features are rolled out for business use at a faster pace than ever before.

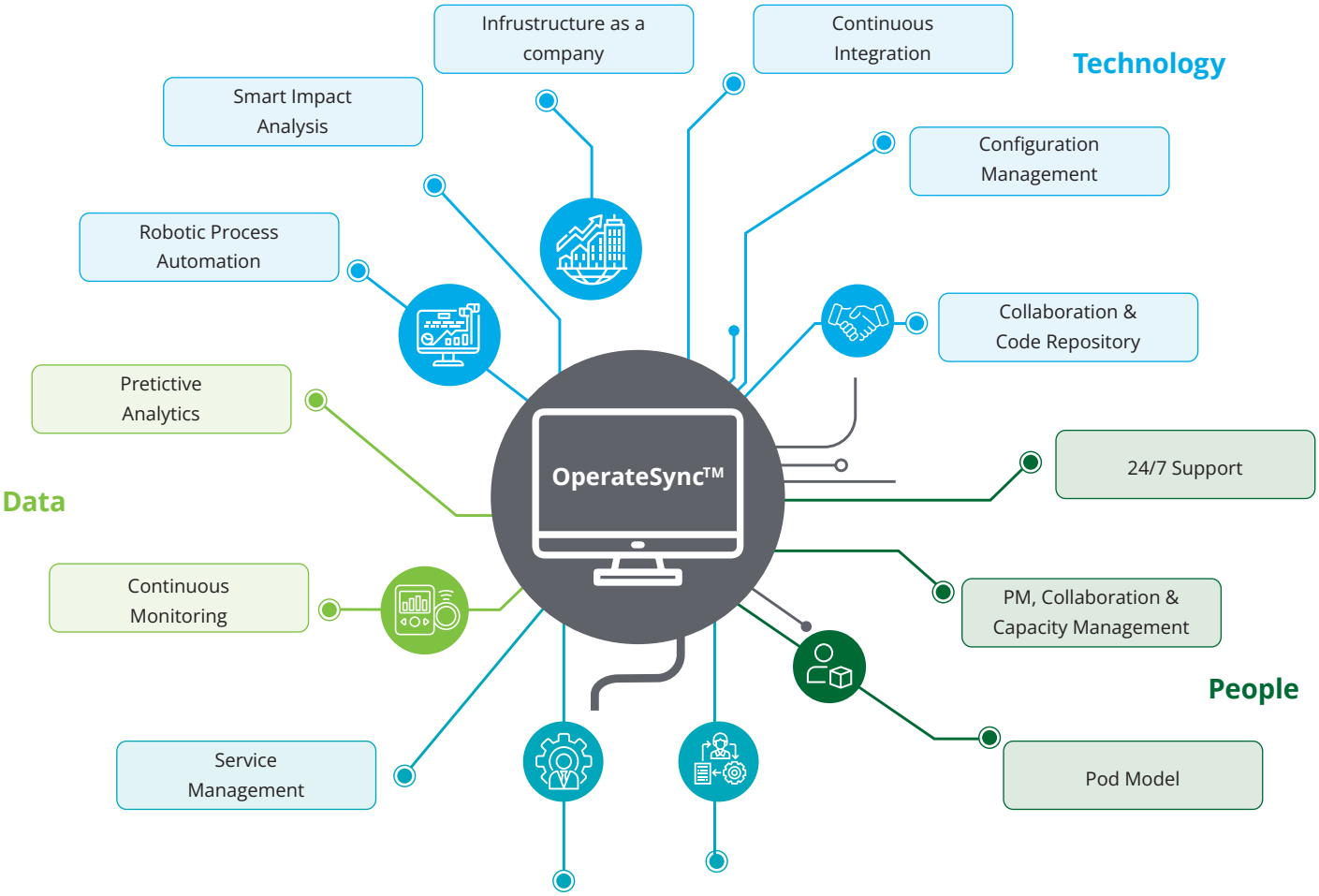
CIO - Large smart city development program

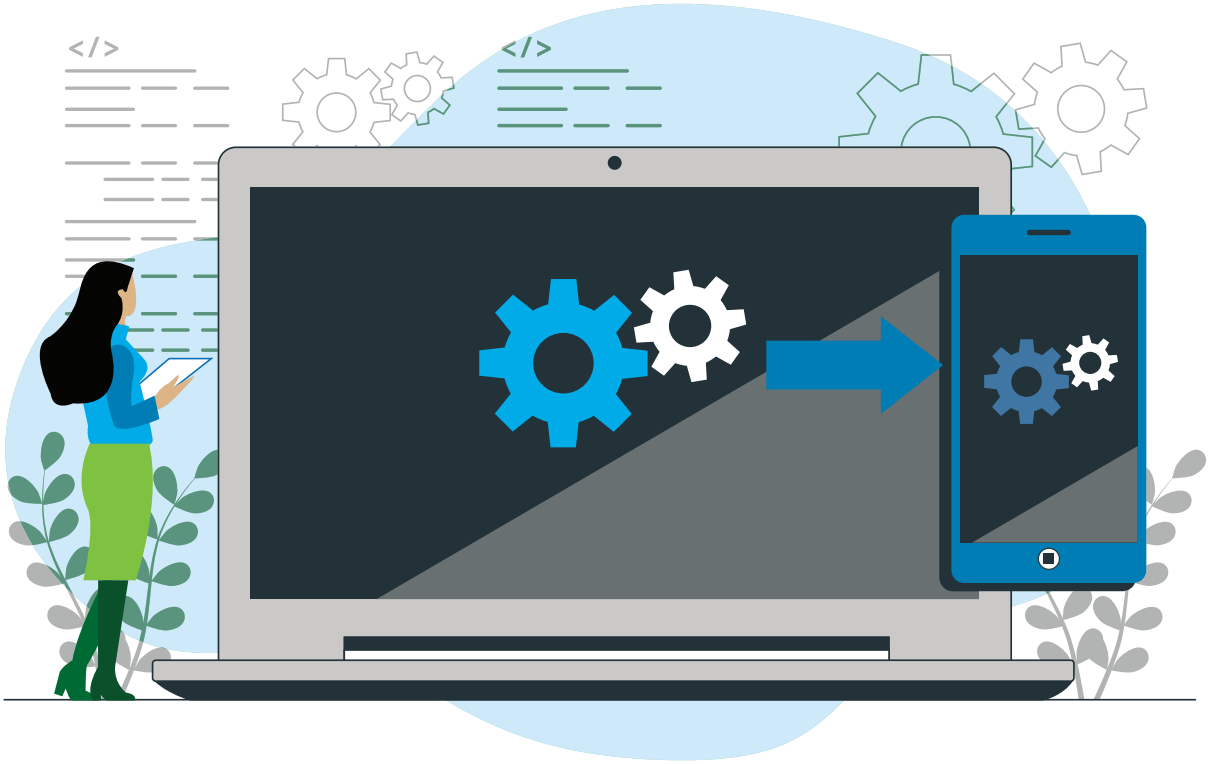
The amount of time being spent in estimating a change request and the associated pricing was a major deterrent in addressing our business requirements. OperateSync™ helped with upfront budgetary controls and a reliable price discovery mechanism which provided enhanced transparency. Today, we are able to estimate quickly and address the requirements 25% faster.

CTO - India's largest seasoning & flavour solution provider.

The support team used to be indulged in updating information in multiple tools being used for service delivery. With OperateSync's integrated toolsets feature, their productivity has improved more than 20%.

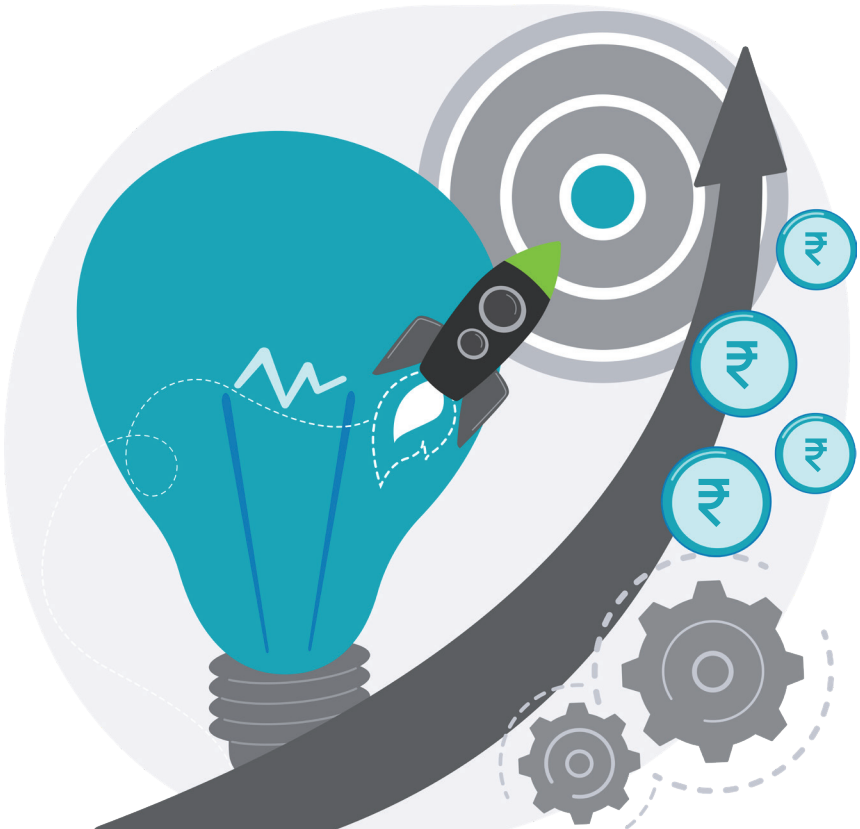
Service Delivery Manager - A large Operate engagement with Indian Pharmaceutical major.


Infrustructure as a company
Continuous Integration
Technology
Smart Impact Analysis
Configuration Management
Robotic Process Automation
Collaboration & Code Repository
Pretictive Analytics
OperateSync™
24/7 Support
Data
Continuous Monitoring
PM, Collaboration & Capacity Management
People
Service Management
Pod Model
Processes
Realease Management
Process Modelling and Insights



Key features and benefits

- Upfront budgetary controls
- Reliable price discovery
- Greater product resiliency
- Enhanced end-user experience
- Seamless integration across toolsets
- Improved transparency for change requests
- Creates stable operating environments
- High predictability for release cadence



Contact us

Anand Rajagopalan
SAP Service Offering Lead
Deloitte Touche Tohmastu India LLP
arajagopalan@deloitte.com

Rajesh Baliga
Executive Director
Deloitte Touche Tohmatsu India LLP
rajeshbaliga@deloitte.com

Deloitte.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms.

This material is prepared by Deloitte Touche Tohmatsu India LLP (DTTILLP). This material (including any information contained in it) is intended to provide general information on a particular subject(s) and is not an exhaustive treatment of such subject(s) or a substitute to obtaining professional services or advice. This material may contain information sourced from publicly available information or other third party sources. DTTILLP does not independently verify any such sources and is not responsible for any loss whatsoever caused due to reliance placed on information sourced from such sources. None of DTTILLP, Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte Network") is, by means of this material, rendering any kind of investment, legal or other professional advice or services. You should seek specific advice of the relevant professional(s) for these kind of services. This material or information is not intended to be relied upon as the sole basis for any decision which may affect you or your business. Before making any decision or taking any action that might affect your personal finances or business, you should consult a qualified professional adviser.

No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. By using this material or any information contained in it, the user accepts this entire notice and terms of use.

© 2023 Deloitte Touche Tohmatsu India LLP. Member of Deloitte Touche Tohmatsu Limited