AXA XL Infrastructure Managed Services – Establishing QoS Foundations
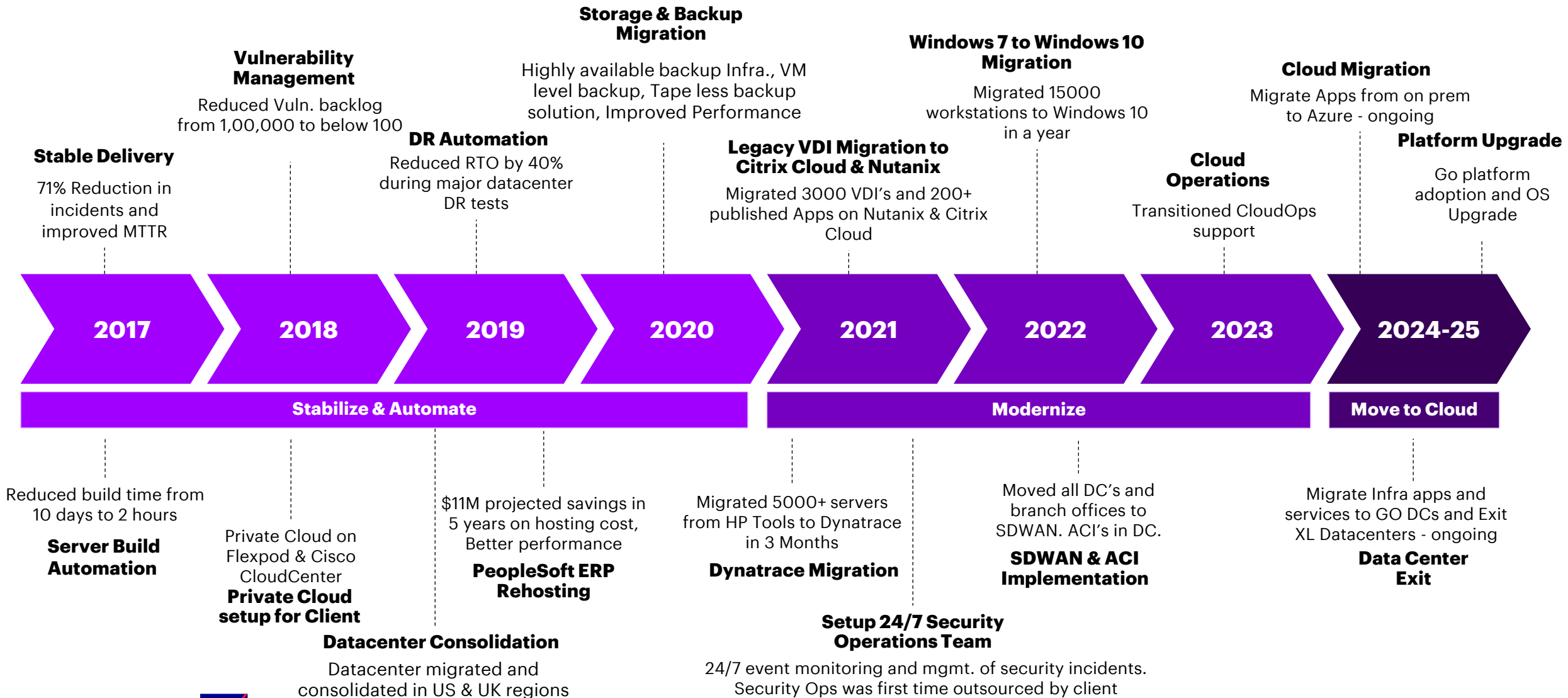
15th May 2025

AXA XL Engagement – QoS & Additional Value delivered

Accenture partnered with AXA XL to take end to end ownership of running the Infrastructure including Cross funccional service for third parties. Over the past 8 years, Accenture has not just focused on QoS but also on additional value beyond contract

Scope Overview — *Cloud & Hosting Services | Workplace & Identity Services | Network & Voice Services | Performance Engineering & Analytics Services | Cross Functional Services*

AXA XL Objectives

- No unplanned Business Outages.
- Eliminate Legacy Technologies/Tech Debt
- Bring down security vulnerabilities
- Standardize Service Mgmt.
- Right Infra capacity and successful DR Test
- Increase Automation
- Infra consolidation

How Accenture is Helping

- Implemented a **new operating model** taking **full Cross functional service accountability** including client contracted 3rd parties.
- Initial transition and stabilization utilizing and expanding client's existing tools to provide end-to-end observability.
- **Prioritized critical and high security vulnerabilities** remediation.
- Multiple **Transformation programs for Tech Debt reduction and Technology Transformation**.
- Heavy **focus on Automation** to **minimize human errors, business outages** and **improve efficiencies**

Value Delivered

- Over **110K+** high and critical vulnerability backlog remediated in 1 Year.
- **71%** incident reduction including **86% reduction in Major Incidents**.
- **90% reduction in MTTR** for Service Requests.
- **99.96%** Change success rate
- **74% SRs** addressed with **Zero Touch automation**.
- **4.7/5** Customer Satisfaction score
- Backup success rate consistently **>99.5%.**

Critical Service Levels – Achieved in last 18 months

KPI ACTUAL	99.95%	100%	100.00%	99.78%	100.00%	99.95%	100.00%	99.88%
	GOLD & SILVER Application Availability	Audit & Security Compliance	Change Management Quality	Backup & Restore Effectiveness	Priority 1 & 2 Response / Resolution	GOLD Infra Service Availability	30/60/90 days Resolved Problem	Hopping Incident / Service Request
KPI TARGET	99.90% - 99.95	100%	98.00% - 99.00%	98.00% - 99.00%	98.00% - 99.00%	99.90% - 99.95	50%/80%/95%	98.00% - 99.00%

Accenture & AXA XL Collaboration for 8+ Years to improve IT Services at Scale

Storage & Backup Migration

Highly available backup Infra., VM level backup, Tape less backup solution, Improved Performance

Windows 7 to Windows 10 Migration

Migrated 15000 workstations to Windows 10 in a year

Cloud Migration

Migrate Apps from on prem to Azure - ongoing

Vulnerability Management

Reduced Vuln. backlog from 1,00,000 to below 100

Platform Upgrade

Go platform adoption and OS Upgrade

DR Automation

Reduced RTO by 40% during major datacenter DR tests

Stable Delivery

71% Reduction in incidents and improved MTTR

Legacy VDI Migration to Citrix Cloud & Nutanix

Migrated 3000 VDI's and 200+ published Apps on Nutanix & Citrix Cloud

Cloud Operations

Transitioned CloudOps support

2017	2018	2019	2020	2021	2022	2023	2024-25

Stabilize & Automate | **Modernize** | **Move to Cloud**

Reduced build time from 10 days to 2 hours

Server Build Automation

Private Cloud on Flexpod & Cisco CloudCenter

Private Cloud setup for Client

$11M projected savings in 5 years on hosting cost, Better performance

PeopleSoft ERP Rehosting

Migrated 5000+ servers from HP Tools to Dynatrace in 3 Months

Dynatrace Migration

Moved all DC's and branch offices to SDWAN. ACI's in DC.

SDWAN & ACI Implementation

Migrate Infra apps and services to GO DCs and Exit XL Datacenters - ongoing

Data Center Exit

Datacenter Consolidation

Datacenter migrated and consolidated in US & UK regions

Setup 24/7 Security Operations Team

24/7 event monitoring and mgmt. of security incidents. Security Ops was first time outsourced by client

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Our focus is on 360˚ improvement across Quality, Experience, Technology and TCO

Our plan is to sustain and improve the value addition we deliver to AXA XL as it transforms itself into Cloud . Our Continuous improvement framework is scalable to support other AXA GO entities as required in the future

>90% Tech debt elimination, cost avoidance & cost benefits
Transitioned, Adopted and upgraded ever tower into latest technologies and version
Partnered to rotated the landscape into new and improved TCO

Cloud & Modern Infra global capability

4.7/5 Customer Satisfaction
• C-SAT from 2.2/5 to 4.7/5
• Reached out to detractors for feedback
Joint governance for all colleague facing team for a common goal

Review Feedback

99.96% Change Success | 71% Inc reduction | 86% MI reduction
• 99.91% CMDB accuracy from 68%
• Standardized processes, automations, approval & backout processes
Improved Change quality and efficient operations

4 EYE , SOP, Catalogue based

Capability & TCO

People & Talent

User Experience

Process & Governance

Automation

80% of AXA XL upskilled to adopt latest AXA Technologies
• 95% of the team are cloud skilled and 90% of resources are scross skilled and certified
• Average 3-4 skills per resource.
Future proof skills with AXA Knowledge

Full Stack Engineering

95+ Automations enabling
• Zero touch experience, Self service fulfillment, proactive maintenance
• Proactive, Auto healing, compliance and reporting
Improves Efficiency and reduces errors and outages

Catalog Automation

Across all of AXA GO Entities

Thank You