

# Business Transformation with ZIF™

## for Mortgage Service Provider in the U.S.

### Client Overview

The client is one of the largest residential mortgage service providers in the U.S., offering servicing, origination, and transaction-based services, products, and technologies to 3.4 million customers.

### The Business Situation

The client had disparate IT infrastructure systems and operations teams, and varied tools and technologies to manage their IT environment. This made it very difficult to access, retrieve and analyze data in context, and to cohesively manage the IT landscape, resulting in frequent service disruptions and increased operational costs.

The client decided to not just solve current challenges but also to create a digital ecosystem that would effectively deliver data and insights across their systems. This needed a central command center that would integrate new digital operations, predict and prevent problems and give the management a unified view across the organizational silos.

### The Solution

A cloud-based remote NOC was implemented using proprietary AIOps Platform, Zero Incident Framework™ (ZIF™) to centralize IT operations and enable the shift from reactive to proactive IT.

ZIF™ is a unified platform for proactive and autonomous IT operations, powered entirely by true machine learning algorithms. Its AI-led capabilities for agentless auto-discovery, observability, intelligent alert correlation, advanced insights, predictions, and auto-remediation drive consistent business application reliability.

#### Solution Components:

- ZIF™ Command Center (ZCC) to centrally monitor and manage infrastructure, applications, and network services, and to proactively remediate incidents
- Integration of ZIF™ with existing ITSM tool (ServiceNow) and monitoring tools like New Relic, Foglight, FireScope, vCenter, Nutanix Prism, SolarWinds, Cisco Meraki, etc.
- AI-driven event correlation and predictive analytics for:
  - Precise Root Cause Analyses (RCA) by intelligent aggregation and correlation of events, logs, alerts from multiple platforms, databases and business applications
  - Proactive determination of application availability, forecasting of potential failures and performance degradation
- 'Management' dashboard to monitor applications and infrastructure across locations

### Challenges

- Siloed IT infrastructure systems and operations
- Fragmented tools and technologies across the IT landscape
- Lack of 360° visibility into the IT environment
- Inefficient IT operations
- Reduced business service availability
- Increased costs of IT operations

### Solution Highlights

- Centralized NOC for streamlined IT operations
  - Implementation of ZCC as the central hub
  - Integration of new digital operations
- Consolidation of expansive toolset with ZIF™
- Intelligent noise reduction and alert correlation
  - AI-led predictive and prescriptive analytics enabling proactive IT
  - Automation driving cost optimizations and a shift left in operations
- Single pane of view for end-to-end business visibility and operational control

### Solution Outcomes

- Faster response and resolution to L1/L2 incidents
- Drastic reduction in critical incidents through prediction and proactive remediation
- Enhanced business service reliability by preemptive mitigation of disruptions
- Rich data visualizations delivering actionable insights