ZIF

From Turbulence to Tranquility with ZIF
for an Aerospace and Defence Company

Customer Overview

Our customer, an Indian Aerospace and Defence company, is focused on cutting-edge solutions for aviation, space, and defence. Their diverse portfolio includes high-tech products and services spanning aircraft manufacturing, systems integration, and engineering. With unwavering commitment to excellence and innovation, they have been transforming the aerospace and defense industries and contributing to India's technological prowess and security through their reliable, high-quality, and tailor-made solutions.

The Business Situation

The customer needed to improve their operational efficiency, reduce downtime, and optimize processes. To improve reliability, they required 360-degree visibility into their complex IT landscape and assets to be monitored in real time. To optimize operations for maximum efficiency, they wanted to take a proactive approach to resolution of IT issues through prediction of trends and potential issues. In essence, they were looking for a robust AIOps platform to meet the above needs and to also automate tasks and workflows without requiring additional resources.

The Solution

Proprietary AIOps Platform ZIF was implemented to drive all-round efficiencies, reduce downtime, and optimize processes. ZIF delivered the following key features and capabilities:

- Unified dashboard for comprehensive view and analysis
- Real-time monitoring of servers, networks, devices
- Advanced analytics on telemetries data
- Prediction of potential failures with high accuracy
- Automation incident resolution
  - Bots and workflows for efficient issue resolution
- Integration with existing systems and 3rd party tools
- Integrated security tool for access detection

Challenges

- Undetected performance bottlenecks in different layers
- Lack of alert correlation in real time
- Inability to proactively identify potential failures
- Lack of visibility into the IT landscape
- Inability to diagnose and remediate issues
- Inefficient IT operations leading to downtime and high costs
- Burnout due to after-hours assistance with critical incidents

Solution Highlights

- Discovery of physical and logical topology (ADDM)
- Correlation of alerts, events, and logs across different layers
- Prediction of application performance degradation
- Automation of remedial actions

Solution Outcomes

- 90% accuracy in predicting high impact incidents
- 95% accuracy in Root Cause Analysis (RCA)
- 80% noise reduction
- Improved efficiency and reduced manual effort through streamlined workflows and automation

To find out how ZIF can help your organization, please visit
www.zif.ai