

Delivery Excellence with AIOps Platform ZIF

for a Leading Courier Services Company

Customer Overview

The customer is a leading courier delivery company in India, offering comprehensive domestic and international logistics solutions. Their diverse services include courier delivery, freight transportation, supply chain management, and e-commerce solutions. Committed to excellence, they ensure efficient and reliable delivery services through an extensive network and advanced technologies, setting industry benchmarks with professionalism and customer satisfaction.

The Business Situation

As the customer's business expanded, monitoring IT infrastructure, applications, and services became challenging. They sought an AIOps platform for real-time issue detection, analysis, and response to reduce manual troubleshooting efforts. With high customer expectations for reliable courier delivery, avoiding IT downtime and performance issues was crucial for maintaining customer satisfaction in a competitive market.

The Solution

Implementation of proprietary AIOps Platform ZIF greatly improved IT team productivity through comprehensive monitoring, issue detection and resolution in real time, and automation. This resulted in high uptime, performance, and enhanced customer satisfaction. ZIF delivered the following key features and capabilities:

- Application Performance Monitoring (APM) on multiple applications
- Visibility into end-to-end transaction details of instrumented applications, including captured deviations/ deflections
- RDBMS monitoring and display of telemetric data
- Comprehensive insight into IT operations
- Identification of IT incident trends, correlation of data across systems to pinpoint areas for optimization, reduced risks of service disruptions and downtime
- Analysis of performance metrics to identify bottlenecks and areas for optimization
- Real-time visibility into critical metrics (Buffer Hit Ratio %, Average Wait Time, etc.)

Challenges

- Inability to identify bottlenecks in applications and networking layers
- Lack of a cloud-based monitoring tool to provide real-time monitoring and analytics of data management systems and other components of IT Infrastructure
- Inability to monitor end-to-end transaction details of applications and underlying servers and databases, log analysis and alerting

Solution Highlights

- End-to-end visibility and monitoring of the IT environment
- Server and database monitoring using polling engine for required metrics from central location
- Collection, ingestion, and analysis of performance data
- Tracing and visualization of application bottlenecks
- Identification of trends and data correlations across systems for optimizations
- Synthetic monitoring

Solution Outcomes

- Empowerment of ITOps team with deep insights through comprehensive metrics (AHI, UEI, transaction tracing) from enhanced APM
- Optimized performance, resource allocation, and issue resolution, reducing downtime and enhancing system efficiency because of proactive monitoring
- Reduction in manual troubleshooting efforts by real-time IT infrastructure monitoring
- Improved IT operations, customer satisfaction, and market competitiveness because of proactive issue identification, resolution, and optimization
- 95% reduction in MTTR