

Business Efficiency and Innovation with ZIF

for a Global Semiconductor Manufacturing Company

Customer Overview

Our customer, a global semiconductor manufacturing company, is a trusted partner in diverse industries like automotive, industrial, communications, and consumer electronics. With operations in 35+ countries and a vast client base, they drive innovation and provide cutting-edge technologies to lead the global semiconductor market.

The Business Situation

The customer, with a diverse product portfolio and global reach, faced a surge in demand, impacting IT infrastructure performance. Traditional monitoring tools couldn't cope, leading to delays and downtime. Scaling up IT infrastructure became essential to meet the increased demand.

The Solution

Proprietary AIOps Platform ZIF was implemented to drive all-round efficiencies and innovation. ZIF delivered the following capabilities:

- Proactive incident detection and prevention for enhanced application reliability
- Integration with Micro Focus tool for monitoring data access
- Continuous monitoring of IT systems' performance
- Real-time, end-to-end transaction monitoring with deviation detection
- Landscape discovery based on requirements
- Data ingestion for AI-driven correlation and analysis
- IT environment automation based on analytical insights
- Optimization of inventory levels through demand prediction

Challenges

- Inability of traditional monitoring and management tools to scale
- Decrease in availability of business services
- High operating costs
- Poor maintenance of IT Infrastructure
- Inefficient performance of IT systems due to surge in demand
- Complex supply chain

Solution Highlights

- Automatic scaling up or down depending on demand
- Provision of recommendations and auto-remediation
- Correlation of events/ logs/ alerts from multiple tools/ devices
- Unified dashboard to view all assets, alerts, events, happenings in one place
- Proactive prediction of issues and their resolution

Solution Outcomes

- > 75% accuracy in detection of advanced high impact incidents
- Improved business service reliability with quick resolution of persistent issues
- > 90% accuracy in root cause analysis
- > 90% accuracy in advanced prediction of high impact incidents
- > 65% reduction in MTTR for incidents