Operational Excellence with AIOps Platform ZIF

for a Leading Consulting Firm

Customer Overview

As a distinguished consulting firm, the customer has earned a sterling reputation for unparalleled expertise in performance improvement, turnaround and restructuring, and transaction advisory services. They empower businesses to overcome challenges, unlock potential, and achieve sustainable growth by providing strategic guidance and solutions. Working with diverse customers across industries, they provide tailored services, fostering lasting partnerships built on trust and excellence.

The Business Situation

In today's dynamic business landscape, organizations are constantly seeking ways to enhance their operational efficiency, drive growth, and achieve remarkable results. The customer's operations were hindered by manual and fragmented processes, leading to inefficiencies, delayed decision-making, and limited scalability. They sought a transformative solution to streamline operations, foster collaboration, and gain data-driven insights. They aimed to optimize resource allocation, empower teams with informed decisions, enable faster turnaround times, and deliver impactful solutions for customers.

The Solution

Implementation of proprietary AIOps Platform ZIF enabled highly streamlined, agile, optimized, and scalable IT operations through a unified approach, actionable insights, and automation. ZIF delivered the following key features and capabilities:

- Automation first approach, to improve processes such as license checks, employee onboarding and separation

- Updation of ServiceNow with tasks executed, status, and outcomes

- Self-service password reset, improved DNS issue resolution, dynamic resource provisioning based on demand

- Automated troubleshooting and resolution for devices, ensuring data accuracy and enhanced security

- Automated detection and response mechanisms for email phishing attempts

Challenges

- Dependence on manual processes for various IT operations, resulting in inefficiencies and high turnaround time

- Lack of standardized procedures causing variations in execution and outcomes

- Inability to scale IT operations and limited agility in adapting to evolving technologies and dynamic workloads

- Inadequate control over processes and difficulty in maintaining accurate records and ensuring adherence

- Poor user experience and productivity due to extended wait times for IT assistance

Solution Highlights

- Automation of routine processes like onboarding and separation

- Self-service for recurring issues such as password reset

- Automated detection, troubleshooting, and response mechanisms

- Strengthened organization's security posture and protected sensitive information

- Simplified access and recovery of encrypted data on Windows devices

- Eliminated manual provisioning processes and enabled on demand provisioning

- Minimized service disruptions and improved overall system availability

Solution Outcomes

- Over 60% boost in productivity by deploying bots

- Bandwidth for high-value initiatives and enhanced UX through streamlined processes and automation

- 50% reduction in overall IT costs due to operational efficiencies

- Reduction in manual effort by automating common tasks and repetitive work

- 40% cost reduction through dynamic resource allocation and management

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