

Revolutionizing IT Operations with AIOps Platform ZIF

for a Global Market Research Company

Customer Overview

The customer, a prominent global publishing company, nurtures creativity and delivers exceptional content across genres to captivate readers worldwide. With a forward-thinking and innovative approach, they stay at the forefront of the ever-evolving publishing landscape. A trusted name in the industry, the customer continually inspires readers with remarkable storytelling, making a positive impact on the literary world.

The Business Situation

In a fast-paced global PR firm, seamless communication is vital. The customer's dispersed employees faced ticket overload, impacting productivity and user experience. They sought a transformative solution to streamline infrastructure, optimize ticket management, and enhance IT operations. Ensuring trouble-free connectivity was crucial to empowering employees for improved productivity and customer satisfaction.

The Solution

Implementation of proprietary AIOps Platform ZIF completely transformed IT operations and enabled streamlined processes, proactive issue detection and resolution, improved employee productivity, and happy customers. ZIF delivered the following key features and capabilities:

- Comprehensive knowledge base and self-service portal for independent issue resolution
- Integration with remote support tools for efficient troubleshooting
- Advanced reporting and analytics for data-driven improvements
- Integration with asset management systems for seamless tracking
- Chatbot integration for automated responses and ticket creation
- Proactive monitoring and alerting to detect potential issues
- Configuration of SLAs and automated escalation processes for timely incident resolution

Challenges

- Lack of centralized ticket management system for efficient tracking and resolution
- Difficulty in prioritizing and assigning tickets based on urgency and impact
- Insufficient visibility into ticket status and progress for both employees and IT support teams
- Inadequate knowledge base and self-service options to resolve issues independently
- Mobile workforce requiring swift ticket resolution and seamless connectivity
- Incompatibility of traditional service desks with the requirements of the workforce and agents
- Limited automation capabilities for streamlined ticket routing and resolution
- Inadequate integration with other IT systems and tools, causing data silos
- Underperforming IT operations affecting overall efficiency

Solution Highlights

- Proactive monitoring, alerts for potential issues, seamless ticket creation and tracking
- Self-service portal and remote support tools for troubleshooting
- Heatmaps to identify problem areas and recurring incidents
- Automation of L1 workflows
- Auto-remediation of recurring incidents
- Auto-triaging by the Virtual Supervisor
- Predictions for ticket volumes and ticket resolution time
- Unified dashboard for actionable insights on IT landscape

Solution Outcomes

- Improved response and resolution time
- Increased productivity through automation
- 40% fewer tickets, reducing operational burden
- 45% faster ticket triage
- >90% auto-triaged tickets, optimizing resource allocation
- Streamlined service desk, optimizing team size
- Significant reduction in IT costs