ZIF

CASE STUDY

# High Sustainability with AIOps Platform ZIF

## for a Packaging Innovator

## Customer Overview

Our customer, a leading organization in materials science, focuses on fiber-based packaging solutions to combat plastic pollution. Prioritizing sustainability, they use responsibly sourced materials like double-lined kraft to create eco-friendly alternatives. Their innovative products are compostable, biodegradable, and recyclable, reflecting their commitment to a greener future. By providing effective alternatives, they shape a sustainable packaging industry and contribute to reducing plastic waste globally.

## The Business Situation

The customer's rapid expansion and digital transformation created challenges in incident management. Reactive approaches led to prolonged downtime, delays, and productivity disruptions. Centralized visibility and real-time monitoring were lacking, impacting incident prioritization. Standardized procedures were needed for efficient resolution. The customer recognized the need for a systematic incident management approach with defined roles and protocols.

## The Solution

Implementation of proprietary AIOps Platform ZIF enabled 360-degree visibility into the IT landscape, comprehensive IT monitoring, and streamlined issue detection, prioritization, and resolution. ZIF delivered the following key features and capabilities:

- Continuous monitoring and management of ~600 devices
- Real-time alerts from monitoring tools and emails for prompt incident identification
- Automatic incident categorization and prioritization for efficient handling
- Execution of pre-approved SOPs for Level-1 troubleshooting and incident resolution
- Assistance in Root Cause Analysis (RCA) for service restoration
- Adherence to ITIL service operations and transition activities
- DDOS attempts monitoring through log spikes analysis
- Integrated command center operations (NOC and SOC Services) for streamlined monitoring
- End user support and asset management for a seamless experience

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

## Challenges

- Challenges in NOC-SOC communication and collaboration for incident management
- Difficulties in knowledge transfer and documenting incident response plans
- Inadequate network and server infrastructure monitoring and management
- Struggles in implementing strong security measures against threats and vulnerabilities
- Issues with configuring and customizing tools for specific requirements
- Managing a complex network infrastructure with multiple access points, switches, and Cisco Meraki devices
- Establishing a robust alerting system for timely incident acknowledgment and analysis

## Solution Highlights

- Real-time monitoring, incident detection, categorization, RCA, and SOP based resolution
- Timely communication on the status of major outages/ planned IT activities for IT related incidents or requests
- Standard and customized reporting
- Swift incident acknowledgement and analysis for prompt action
- Regular review of application performance, capacity alerting, and provision of recommendations

## Solution Outcomes

- 95% improvement in incident detection and response time
- 80% reduction in security incident resolution time through proactive monitoring
- 50% decrease in reported security breaches and incidents
- 25% improvement in end user productivity through efficient support and asset management
- 70% reduction in network and server downtime through proactive monitoring
- 70% decrease in security incidents and vulnerabilities with enhanced security measures
- 60% reduction in service management effort through automation
- 95% improvement in identifying and resolving network issues with real-time monitoring