

Frictionless IT Infrastructure with AIOps Platform ZIF

for a Global Medical Technology Company

Customer Overview

The customer, a global medical technology company, focuses on enhancing the lives of individuals worldwide, especially in the diabetes community. They provide advanced pen needle and syringe products to millions of users in 100+ countries. Committed to excellence and patient-centric care, they lead in insulin delivery, transforming lives with cutting-edge technology and medical advancements.

The Business Situation

The customer aimed to demerge and thrive independently. Manual system monitoring hindered strategic initiatives. To enhance availability and performance, they planned to re-platform applications and products to a secure cloud environment. Coordination with 3rd-party vendors for migration was essential for both applications and infrastructure.

The Solution

Implementation of proprietary AIOps Platform ZIF modernized and de-merged IT operations through seamless migration to cloud. Key features and capabilities of the solution include:

- Detailed assessment of FTEs, existing landscape and creation of implementation strategy
- Central monitoring and management of infrastructure, applications, networks, servers, databases, etc.
- AI-driven predictions to detect potential incidents in advance
- Migration of IT assets for high availability and performance, resulting in transformational benefits
- Automation of L1 workflows, auto-remediation of recurring incidents
- ZIF Virtual Supervisor with NLP to reduce ticket volume and user wait time
- Resolution of issues with automation bots for execution of SOPs, health checks, and self-service portal
- Pre-built templates to support large-scale demerger across multiple geographies
- Seamless transition to the cloud on an optimal timeline
- DevOps, automation, and tools for environment analysis, readiness assessment, testing, release, change management, and app decommissioning

Challenges

- Immediate need to stabilize operations and seamlessly transition from existing vendors due to demerger
- Siloed IT infrastructure systems
- Need for plan to align with future transformation roadmap
- Requirement for a cloud migration strategy
- Mediocre performance of IT systems and processes
- High volume of alerts and high number of P1 incidents
- Poor user experience due to delays in ticket resolution
- Lack of automation

Solution Highlights

- Effective, efficient, and scalable operations using ZIF
- Automatic root cause diagnoses by AI-driven event correlation
- Coordination and resolution of issues with 3rd-party vendors and completion of migration
- Remote integrated support (L1/ L2/ L3) for network, data center, and security
- Strategic migration to cloud, optimizing workloads for lean operations
- Aggregation of alerts, events, and logs in unified dashboard

Solution Outcomes

- Transformative outcomes with streamlined processes and automation
- Incident reduction of ~50%
- ~40% more users handled without service level impact by scalable platform
- Improved end user satisfaction due to quicker issue resolution
- Reduced infrastructure complexity due to cloud orchestration and migration via ZIF
- Improved reliability, scalability, and security with ease of maintenance and reduced footprint
- Automatic backup, logging, and improved cost management
- Interruption-free experience for business users with enhanced availability and reliability
- True *Zero Touch Operations* with ZIF resulting in delivery excellence and customer success