ZIF

Catalyzing Innovation with AIOps Platform ZIF
for a Non-Profit Healthcare Organization

Customer Overview

The customer, a distinguished non-profit healthcare organization, operates an extensive network of healthcare facilities in the US. Committed to patient-centered care and quality, their dedicated team provides comprehensive medical services. They stand as a beacon of healthcare excellence, ensuring access to top-tier treatments and compassionate support for communities in need.

The Business Situation

The customer needed to maintain a high level of availability and performance for their IT systems. The growing number of applications, increasingly complexity of IT infrastructure, high volume of alerts and slow response to incidents impacted business services. The customer wanted to enable the IT team to proactively monitor IT Infrastructure and identify potential issues. They were in urgent need of a cost-effective approach that would revolutionize IT operations, increase process agility, promote high availability, and reduce operational expenses.

The Solution

Implementation of proprietary AIOps Platform ZIF helped drive high performance, reliability, and seamless operations while driving down costs. ZIF enabled the following key features and capabilities:

- Thorough assessment of incidents/ problems and provision of solutions
- Continuous monitoring of events and logs generated from monitoring tools
- AI-driven event correlation
- Root cause analysis of issues and code level changes
- Unified dashboard to get a single view of IT landscape
- 150+ bots to automate workflows across end user devices, servers, databases, cloud, and networks, SIEM, IAM
- Configuration management, infrastructure management, patch management and remediation
- Consistent service continuity and availability while focusing on continuous improvement

Challenges

- Performance issues in applications and infrastructure components
- Unplanned downtime due to reactive IT operations, leading to revenue loss, decreased productivity, and customer dissatisfaction
- Poor service availability and continuity due to complex applications and infrastructure with numerous interdependent components
- Inability to scale applications and infrastructure to meet demand
- Several security issues including data breaches, compliance violations, etc.

Solution Highlights

- Review of IT processes and procedures
- Integration of 3rd party tools with ZIF
- L1/ L2 support
- Continuous performance monitoring
- Unified dashboard for 360-degree view of IT landscape
- AI led event correlation resulting in effective RCA
- Bots for automated workflows and incident remediation
- Software and hardware lifecycle management
- Managed backup and disaster recovery

Solution Outcomes

- Enriched patient and caregiver experience through analytics and automation
- >75% accuracy in predictions of potential infrastructure/ application issues
- 60% reduction in MTTR
- Drastic reduction in downtime; increased systems and services reliability
- Over 30% reduction in the overall costs of IT operations

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