

Revolutionizing IT Operations with ZIF

for Brooklyn's Leading Medical School and Hospital

Customer Overview

Our Brooklyn-based customer is a renowned public medical school and hospital, recognized for excellence in health education, groundbreaking research, and exceptional patient care. As the sole academic medical center serving the diverse Brooklyn community, the institution's esteemed faculty and alumni contribute to innovative medical advancements. With a commitment to improving lives, they shape the future of healthcare and profoundly impact their community's well-being.

The Business Situation

Manual monitoring and reactive troubleshooting by the customer's IT team were time consuming and error prone, causing prolonged downtime and increased costs. Complex IT infrastructure hindered root cause identification, resulting in inefficiencies and extended resolution times. The customer sought to enhance IT operations for maximum uptime, swift issue resolution, and optimized efficiency.

The Solution

Proprietary AIOps Platform ZIF was implemented. ZIF delivered unparalleled efficiency through the following capabilities:

- Auto triaging to route tickets efficiently
- Event logger analysis to eliminate false alarms
- Leveraging monitoring data to predict potential server failures
- Early warning indicators for newly created tickets
- Estimation of completion time for service desk tickets
- Calculation of sentiment scores for each ticket in real time
- Heat map of frequently occurring issues
- Algorithmic suggestions for issue resolution approaches using virtual supervisor

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

Challenges

- Manual and reactive support model
- Time consuming and error prone troubleshooting methods
- Complex IT infrastructure
- Alert fatigue due to false alarms and excessive alert volumes
- Inability to predict and prevent server failures or critical incidents
- Difficulty in identifying the actual root cause of reported issues
- Lack of early warning indicators for potential cascading effects
- Inefficient estimation of service desk ticket completion time
- Limited real-time analysis of ticket sentiment and progress
- Inadequate visibility into recurring issues in the IT environment
- Absence of algorithmic guidance for issue resolution

Solution Highlights

- Centralized interface for comprehensive visibility and end-to-end asset management
- Advanced event correlation algorithms to mitigate false positives
- Automated diagnostic capabilities for streamlined root cause identification
- Seamless integration of diverse IT management tools
- Proactive prevention of critical incidents

Solution Outcomes

- 60% MTTR reduction
- Improved system availability with minimal downtime
- Reduced IT operational costs and optimized processes
- Over 75% accuracy in detecting failures through predictive analysis
- Prevention of server failures due to predictive analysis
- Improved efficiency with automated ticket triaging
- Enhanced user experience through
 - Estimation of service desk ticket completion time
 - Heat maps and real-time sentiment analysis for prompt response