

Aviation Giant Reduces
their Ticketing Tool
Footprint & Associated
Costs by **77%**

CLIENT PROFILE

The client is a major Swiss airline, with its headquarters in Zurich, Switzerland. Founded in Switzerland as a small family-owned private aircraft maintenance operation in 1967, it now has a team of more than 4,800 aviation

professionals deployed at close to 50 facilities throughout Europe, the Middle East, Asia-Pacific and North America, and the Caribbean.

They are a globally recognized leader in the business aviation industry, with interests in aircraft maintenance, completions and refurbishment, FBO, aircraft charter, aircraft management or staffing, and other aircraft-support services using award-winning processes. authorities.

THEIR CHALLENGES

Customer organization uses Ticketing Tool to log IT service requests. The tool is used extensively in the user organization to serve to various types of IT service requests including new service requests, change requests or to log incidents. To fulfill each of these types of service requests, it requires mandatory approvals from single or multiple stakeholders. The approval cycles could be simple involving single approver or complex, involving multi-level sequential or group approvals from multiple authorities.

The existing ticketing tool does provide a mechanism to initiate and automate the aforementioned approval processes, however, it involves huge per-approver license cost. Each time the request reaches an approval junction, it requires the approver to purchase Ticketing Tool in order to be able to approve/disapprove a particular service request.

The requestor needs to seek approval from single or multiple authorities in order to fulfil specific IT requests which involve huge Ticketing Tool costs. The aviation major thus was looking forward to an end-to-end automation solution which could intelligently initiate and automate these IT service requests without spending huge amount on purchasing Ticketing Tool.

Besides automating the approval processes associated with these IT requests, the client was also looking to automate these IT requests so as to reduce their Ticketing Tool footprints and associated costs drastically

- Due to lack of automation and increased dependency on human resources, the processes tend to be inefficient and involve operational errors.
- Due to increased dependency on human resources, customer needs to procure multiple licenses for each approving authority which is a drain on company's revenue.
- There is no real-time approval status or process completion visibility to the requestor.

Av3ar AIOps Platform intelligently automates the fulfillment of common user requests of IT. Examples include automating the password reset process or granting access to IT applications or services in addition to automating the associated approval mandate.



According to a study by MetricNet in 2014, each call to the service desk costs organizations about \$22. If that call has to go to Level 2 support to get resolved or for required approvals from the stakeholders, it triples to \$66 and if it needs on-site support or further approvals, it triples again to about \$198.

Thus, automating fulfillment of service desk requests can have immediate and tangible cost saving benefits to the user organization. It also can help improve user satisfaction because they can request and receive the service they need much faster through automation.

OUR SOLUTION

Perpetuuiti deployed **Automation Experts** from **Av3ar AIOps Platform** to address the aforesaid IT Operations' Automation Requirement faced by the client:

Automation Expert from Av3ar AIOps Platform fetches a particular service request (from the Ticketing Tool portal) which requires, multiple or single multi-level approval/s.

Av3ar Automation expert can automate single approval, multiple number of sequential approvals and group approvals. These information can be configured in Av3ar AIOps Platform pertaining to each type of request. Alternatively, Av3ar Digital Worker can also retrieve this information by connecting to Ticketing Tool CMDB.

After a particular service request is fetched, Av3ar Automation Expert retrieves the specific course of approval/s associated with that type of request.

If approval cycle is multilevel or at group level i.e., if the cycle involves multiple stakeholders, Av3ar Digital Worker initiates approvals' chain in the order of required sequence i.e., approvals are sought one after the other in that order.

Once the service request is fetched and associated approval process is validated by the Av3ar Automation Expert, it then initiates the automation of required approval cycle by initiating emails to valid approving authorities.

Av3ar Automation Expert reads responded emails from the approving stakeholder/s and comprehends if a service request has been "Approved" or "Rejected".

Av3ar Automation Experts apply intelligent contextual comprehension to sense if a particular response is a valid "approval" or a probable "rejection" by analyzing responder's email.

To close the loop and enable visibility to the requestor, Av3ar Automation Expert updates the real-time status of initiated service request on the Ticketing Tool portal.

Av3ar Automation Experts intelligently automate common IT service requests including password reset, granting access to IT applications, user creation/ deletion, process mail-box creation/ deletion, storage allocation/ management, VM management, user access modifications, disk space allocation and so on. Automation Experts from Av3ar AI Ops Platform automates approximately 68% of IT Service tickets raised by Ticketing Tool, saving time, minimizing the risk of human error, and reducing mean time to repair (MTTR) by up to 70%.

Once all valid approvals are fetched, Av3ar Automation Expert also proceeds to automate particular service request (under its scope of automation) by executing configured automation workflows.

Intelligent Digital Workforce from Av3ar AIOps Platform automates end-to-end simple or, complex single or multi-level approval process and specific IT service requests, thereby saves expensive Ticketing Tool cost to the user organization.

RESULTS AND BENEFITS TO BUSINESS

- Since Av3ar AIOps Platform is available 24*7, it delivers fast payback and strong ROI to the user organization.
- Automating fulfillment of IT service desk requests helped improve user satisfaction because they can request and receive the service they need much faster and accurate through intelligent automation.
- **100%** IT Operations' automation is achieved by the client.
- Automation Experts from Av3ar AI Ops Platform automate approximately **68%** of IT Service tickets raised by Ticketing Tool, saving time, minimizing the risk of human error, and reducing mean time to repair (MTTR) by up to **70%**.
- Footprint of Ticketing Tool approval licenses and associated support and operational costs came down drastically.
- Av3ar AIOps Platform is a fast, reliable, non-intrusive and an extremely cost-effective solution which helped client efficiently reduce their Ticketing Tool footprint.
- Entire end-to-end simple or complex approval process is now handled by Av3ar Digital Workforce without manual intervention.
- Real-time approval status and process completion visibility to the requestor is achieved.

70%

Reduction in MTTR

85%

Reduction in ticket volumes

77%

Reduction in Ticketing Tool footprint & associated costs

10X

Increase in IT Operations' Efficiency

24*7

Service Processing

90%

Reduction in alerts

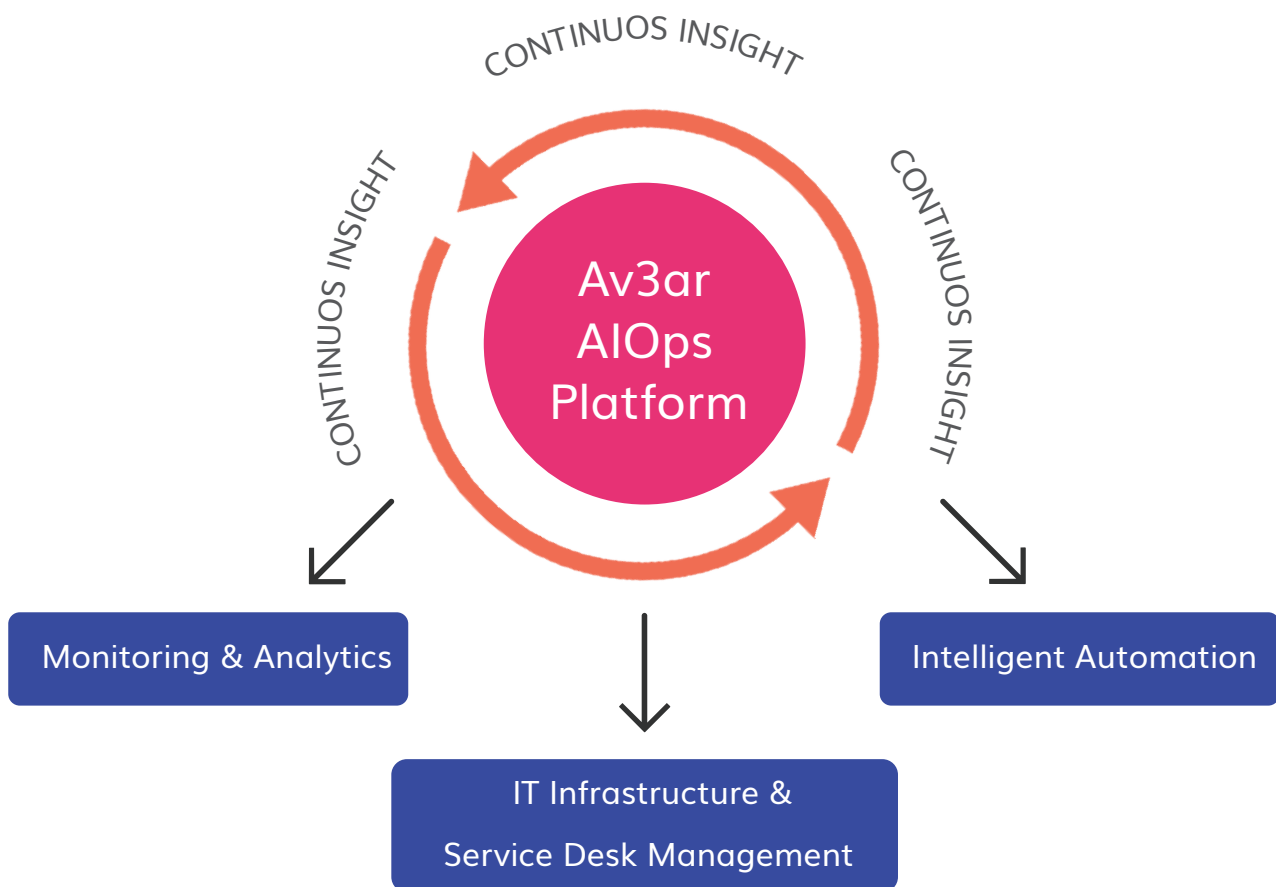
83%

Reduced time spent per event

With Av3ar AI Ops Platform, aviation major is able to streamline and automate their IT service processes, which help them manage the airline's expanding needs without number of support resouincreasing the rces required.

AV3AR AIOPS PLATFORM CAN HELP!

Av3ar AIOps Platform combines big data and machine learning functionality to support all primary IT operations' functions through the scalable ingestion (data can be ingested from multiple sources agnostic to source or vendor) and analysis (real-time analysis at the point of ingestion as well as historical analysis of stored data) of the ever-increasing volume, variety and velocity of data generated by IT. The platform enables the concurrent use of multiple data sources, data collection methods, and analytical and presentation technologies. Unique approach of this platform helps replace a broad range of IT operations processes and tasks and allows companies to get value not possible with human analysis alone.



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives

✉ mktg@ptechnosoft.com ☎ +91 - 020 - 6687 8300

About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit www.ptechnosoft.com