



CASE STUDY



Leading Global IT/ITES Player Improves Productivity by **10X**

About the Client

Client is a global leader in technology support, built from the ground up to be a reliable arm for their customers. They manage the most complex requirements across:

- Enterprise & Consumer Tech Support
- IoT & Infrastructure Management
- Enterprise Security & Network Services

Their Challenges

The client was looking for a robust, reliable and intelligent Automation solution which could enable the following:

- Automation of tasks across business verticals such as Consumer Support Operation, Enterprise Support Operation and internal Infrastructure Management Services.
- Execution of complex IMS processes which are scattered across different verticals in managing IT infra such as IT Help Desk, NOC, Servers, Messaging and Monitoring etc.
- Time consuming exercise to complete the IT Service Desk requests such as Employee addition / deletion requests, Alert Management and acknowledgement, Network.
- Dedicated human resources for specific requirements with appropriate skill sets are the bottleneck in terms of availability, dependency and scalability.



Technologies

- Windows 2012 Server powered by Av3ar
- Database - MySQL 5.6x Version
- .NET 4.5 Framework
- SMS Gateway for RSA Alerts and Acknowledgement
- SNMP integration as required by the client for Network Management
- Firewall ports (perimeter) opened as per requirements between VLANs



Our Solution

Applications were identified to demonstrate the Automation of IT Servicedesk requests, intelligent eMail automation and Widgets for Voice Support as Business Process Improvement. Perpetuuiti's Ops Central RSA powered by Av3ar has been identified by the client to automate the said process/ service,

01 · Intelligent e-Mail Response Handler powered by Av3ar

02 · Documentation Widget for Voice Support Process

03 · Infrastructure Management Services Automation for Internal IT

SOLUTION UNIQUENESS

- Centralized management dashboard to monitor Av3ars of different verticals involved in IT service operation.
- Automation of IT Services across the processes without human intervention which can involve CLI, GUI, Windows and Web based applications.
- Standard and Custom reports that can help the customer to understand the JOB execution summary along with detailed view of each task item with start/ end time and results.

Results and Benefits to Business

- Automation of Minute/Quarterly/Hourly schedules across Infra Management Services (IMS), Consumer and Enterprise service requirements using Av3ar.
- Automation of AD management, e-Mail ID creation/deletion, Network devices, Alert Management, Printer assignment/configuration requests, e-Mail and Chat Support Services to Consumer and Enterprise Clients.
- Automating the tasks of validating support cases, applying intelligent NLP to understand the problem statement, performing the action/s across Active Directory, Messaging, Network, Server domains etc.
- Automation of updating the appropriate Resolution, Symptoms and Problem category in CRM tool to conclude the SR requests etc.
- 24x7 Service Request monitoring and response to the customer with Virtual Av3ars in IT operations service requirements i.e., Continuous tireless processing of trouble tickets/ requests with high level of Accuracy, with Agility and extremely faster Scalability.
- By automating the IT based requirement across Internal Infra Service, Enterprise and Consumer Service wings, the overall TCO is brought down and ROI is maximized.
- Optimization of execution time & elimination of dependency on SMEs with increased productivity, Improved efficiency at reduced cost.

Keymetrics

91%

TIME TAKEN TO ADDRESS
PRINTER RELATED TICKETS
REDUCED

50%

AUTOMATED INTELLIGENT
EMAIL RESPONSE PROCESS
TIME REDUCED

10X

EMAIL RESPONSE
PRODUCTIVITY GAIN



READY FOR YOUR OWN SUCCESS STORY?

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

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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