

'Touchless' Automated Solution for IT Application and Infrastructure Operations for a Leading F&B organization



ABOUT THE CLIENT

The client is one of the world's leading Food & Beverages manufacturers of Belgian-Brazilian origin, with 600+ brands and a presence in 150+ markets. By acquiring local vendors in international markets, the client continues to grow and become one among the top five beverage producers in the world.

The client with its diversified IT portfolio of over 200+ applications, supporting multiple business functions & processes, was facing problems due to a disparate IT landscape. High ITSM cost, risk of oversights, availability issues and processing delays were causes of concern.

WHAT WAS NEEDED

End-to-end IT application/infrastructure monitoring for a disparate IT landscape

- A diversified IT portfolio with over 200+ applications supporting multiple business functions and processes
- High availability of IT systems managing and supporting mission critical and high value transactions
- Maintain business continuity, and reduce risk of oversights, availability issues and processing delays
- Reduce ITSM cost and maintain SLAs and high application availability
- Hub based governance of the entire IT support business function across geographies

SOLUTION

- 24X7 monitoring of infra and applications that would provision tickets to auto creation/addressing/closure. Only in rare situations, would there be manual intervention, thereby making the solution 'touchless'
- Bots were integrated with ServiceNow to handle the tickets generated with respect to the platform issues
- Close to 34 bots delivered – covering Citrix, Azure CIS, SaaS, SAP Basis, etc.
- Solution versatility catered to monitoring systems on-prem as well as cloud
- Real time application usage analytics was built using AI-ML
- Comprehensive reports to assess platform performance

RESULT

- Close to 30 FTE worth work automated – 'Zero Touch' end-to-end monitoring and reporting
- Reduction in the number of issues due to auto-resolution of certain common rule-based scenarios – both on the network and the application access side
- 3x faster resolution of tickets, on an average
- Improved uptime of applications – recorded uptime 98%

ABOUT ITC INFOTECH'S AUTOMATION CAPABILITIES

ITC Infotech has extensive experience in delivering automation services and solutions modelled across client centric flexible engagement models, spanning multiple clients spread globally. Our automation experts have experience in delivering automation programs across multiple industries, using multiple automation technologies and state-of-the-art automation frameworks.