

# WATCH DOG BOTS – NEXT GEN MONITORING & TICKETING

**Client:** One of the world's largest multinational drink and brewing companies, based out of Belgium, having over 600+ beer brands in over 100 countries. With a keen focus on innovation, they have dedicated research labs and technology centers across the globe, making sure they always stay ahead of the curve.

**BUT:** To manage their company, they wanted proactive instead of reactive monitoring as well as have high availability and uptime - including faster TAT, RCA, and break-fix. To achieve efficiency, they required watchdog and sentry bots running 24x7x365, adhering to SOX/MICS & CIS standards, as well as a higher CSAT and Net Promoter Score (NPS).

## WHAT WAS LACKING?

- Flexible, customizable Application Monitoring – there was no capability to emulate an end-user across devices and on the network landscape.
- Uptime across crucial business hours – facing unpredictable downtime, the unavailability of in-situ Firefighter was resulting in a highly people-dependent process.
- Stability during escalations – A lot of loiter time was getting wasted in tracking, resolution, scope, responsibility, getting a fix on the epicentre of the issue.
- A framework that can support an enterprise at scale - their extant platform had a high level of people/skill dependency and provided no immunity against attrition/shrinkage.
- Weeding out meaningless tickets and flooding queues - there were various issues that were duplicates & redundant therefore uselessly impacting CSAT & NPS

## OUR SOLUTION

ITC Infotech delivered the following bots to Automate EUC Monitoring:

- ADFS SSO BOTS - 8 bots – 200 Services
- AZURE CIS BOTS - 6 bots – Entire Azure Landscape
- CITRIX BOTS - 8 bots – 4 Farms – 4000+ end users – 20+ AD/VDI Services
- OTHER BOTS - 4 bots – Saviynt (IDAM), MDM, Visualization
- Fully Automated & Proactive monitoring/Integrated Visualization (PowerBI & Xls)
- Multi channel Integrated Ticketing & Alert notification SNOW (API) & TEAMS (MS FLOW)
- Fully automated CIS Benchmark Standards Preservation, Bullet Proofing Cloud Security, Visualization (Xls-Default).
- SharpOps Data Integrity Check, Saviynt Connection Status, Contractor On boarding, Automated reporting to PowerBI

## BENEFITS

### Strategic

- Attrition and shrinkage proof, 24\*7\*365 – watchdog-type bots
- Highly scalable technology-driven process with proactive instead of reactive monitoring
- Tighter window & footprint - and more frequent checks

### Economic

- Approx. 20 FTE worth of Human FTE savings, with lower maintenance and support/service Cost owing to Smart solution design/architecture
- Ticket Cost savings: \$1350/month = \$16200 Yr
- Additional man-hour savings: 120/month = 1440 Yr

### End-User Exp

- High CSAT and Faster TAT of ticket resolution
- High uptime, Low downtime, Easier RCA

### Technology

- Modular Design with breakaway zones, 100% accuracy, 3X faster than humans.
- Better data hygiene & Audit and compliance proof, deeper insights with detailed error logs
- ML/DL – Analytics Ready

## ITC INFOTECH'S AUTOMATION CAPABILITIES

ITC Infotech has extensive experience in delivering Automation solutions and services worldwide with rich experience across various market leading platforms backed by our strong domain experience across industries. Our certified consultants understand the value drivers very well, and provide expert end-to-end support across strategy, implementation and support services for scaling, and realizing the value from automation initiatives.