

**Driving Digital  
Operations  
with Zensar's  
Managed Services  
AIOps Platform**

**Brochure**



The Vinci™

# Introduction

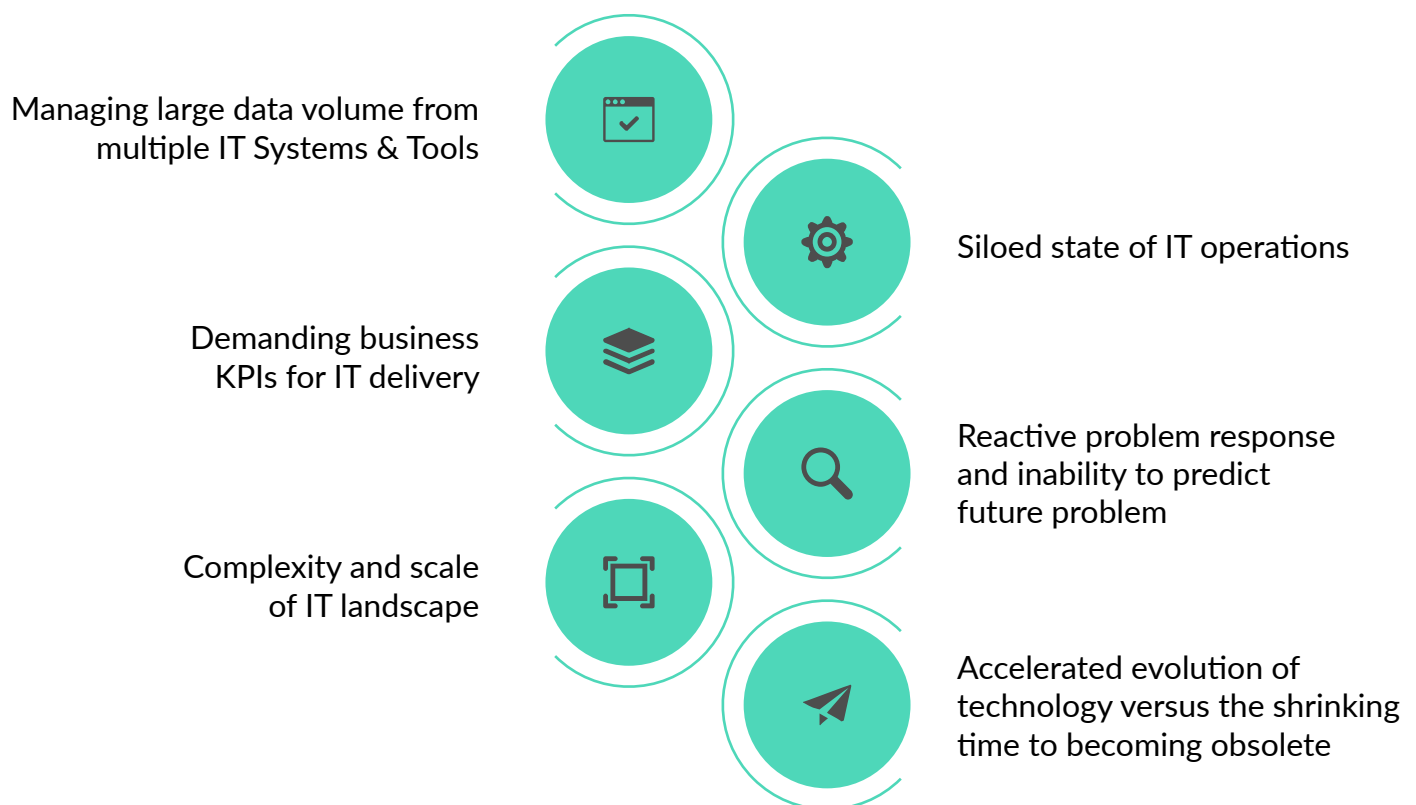
In the modern digital world, infrastructure and operations (I&O) leaders are constantly challenged with extremely large volumes, velocity, and variety of data for their decision-making in IT functions. Thus, enterprises are under constant pressure to improve efficiencies, adapt to technology changes, and aid in business productivity. Unfortunately, traditional IT models can't meet these challenges. In this environment, the intervention of artificial intelligence (AI) like Machine Learning, Deep Learning and NLP is essential, as it would make IT more intuitive and automation-ready in a variety of challenging scenarios. This opportunity for AI intervention has led to the rise of AIOps. At Zensar, we are committed to delivering AI-led IT efficiency to our customers across industries via our real-time analytics and automation platform, The Vinci™.

**Zensar's The Vinci™ enhances IT functions through event correlation and analysis, anomaly detection, root cause analysis, business service dashboards, intelligent automation and chat based operations with its AIOps capabilities.**



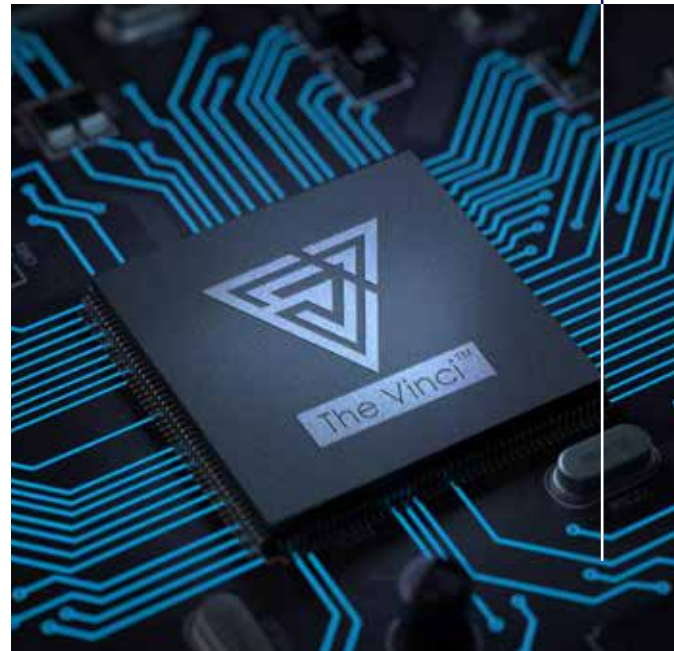
# Challenges faced by enterprises today

The role of technology in the overarching business blueprint has become more critical than ever, intensifying the mission-critical nature of IT processes. As a result, enterprises can no longer afford to have errors and inefficiencies in process management. Critical challenges include:



# About Zensar's AIOps platform The Vinci™

Zensar's The Vinci™ is an integrated managed services AIOps platform powered by AI and Analytics. Originating from Zensar's next-generation unified IT model, The Vinci™ brings agility and efficiency to the management of operational and transformational activities. Utilizing machine learning for anomaly detection and correlation, AI for intelligent automation, Issue prediction, proactive remediation, preventive maintenance and automated faster deployments. The Vinci™ comes with an automated functionality, accommodating rapid changes in the infrastructure and operations environment for on-premise, public cloud, and private cloud



## BUSINESS ORCHESTRATION Effective

Accelerate services on-boarding "self-service" and increase services availability by Self-Healing IT



## HYBRID IT Ubiquitous Connectivity

Connecting all environments together from public IT services to private and existing IT landscape intelligently for anywhere Business Availability

## DASHBOARDS Real Time

Anytime available integrated dashboard for IT services status decision support, contracting and reporting



## SERVICE MANAGEMENT Intelligent Collaboration

Seamless experience through omnichannel service interaction

## EVENT CORRELATION Prescriptive

Topology based business and service impact analysis with AI systems and machine learning



## COST MANAGEMENT Cost Transparency

Improved planning and cost consolidation from Dynamic IT consumption

## MONITORING Insight

Full stack observability of application and infrastructure landscape in real time.



## SECURITY & COMPLIANCE Secure

Keeping mission critical systems secured and compliant with international and industry specific regulation standards anytime





# How The Vinci™ Benefits Business

The Vinci™ successfully addresses the challenges faced by organizational IT, enabling businesses to be relevant and competitive. Its many benefits include:

## **Sense & Act**

Automated anomaly detection, automated incident creation, enhanced correlation, noise reduction

## **Detect to correct**

KPIs identification, automated remediation, enhanced first call resolution

## **Visualize to collaborate**

Single pane of glass, full stack dashboard

## **Predict to prevent**

Impact prediction, problem identification, GRM

## **Request to fulfill**

Multi-cloud management, self-service portal

# Advantages of The Vinci™

Zensar has partnered with leading enterprises in diverse industry sectors to improve IT efficiency and drive the business bottom line using AI-powered IT. This has resulted in several tangible benefits:



Enhancement in  
SLA adherence

**75%**

Reduction in  
downtime

**98%**

Automation of  
ticket logging

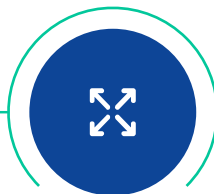
**80%**

Automation of  
incident remediation

**60%**



Improved business  
agility and operational  
efficiency



Scalability



Reduced mean time to  
resolve (MTTR)

# Success Story



## Customer background

- International banking and financial services institution

The Vinci™ helped improve business agility, reduce operating cost and enhance operational efficiency in their data center and cloud environment

## IT challenges

- Lacking automated process
- Event flood; difficult to find root cause
- High MTTR
- Manual ITSM process leading to poor ITIL practice
- Reactive issue resolution

## Business benefits of implementing The Vinci™

- Proactive incident creation
- Reduction in event noise
- Ability to identify root cause event
- Reduced MTTR
- Single pane of glass

To learn more about how Zensar's AIOps platform The Vinci™ can help you simplify IT complexity and support your company's digital initiatives, contact us at [marketing@zensar.com](mailto:marketing@zensar.com).





# zensar

An  RPG Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 200 leading companies. Our solutions leverage industry-leading platforms, and help clients be competitive, agile, and disruptive as they navigate transformational changes with velocity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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