

Transformed IT operations
for a global aerospace
manufacturer through
Zensar's AIOps platform





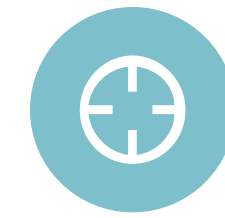
Overview

The customer is a global manufacturer and distributor of aircrafts and airplanes for the aviation and aerospace marketplace. It serves major carriers, low-cost operators, cargo airlines, and leasing companies in North and Latin America. With a presence in over 180 locations, the organization has a globally distributed workforce represented by more than 140 nationalities.

Organization Size: **10000+**

Country: **France**

Revenue: **\$75 Billion+**



Challenges and Goals

An accelerated growth in business and number of customers was putting pressure on the client's exceedingly complex IT environment. The customer required to transform their operations through a fully managed, data-driven digital infrastructure, and deliver increasingly personalized services to achieve lean and efficient 24x7 operations.

Key challenges and requirements were:

- Ongoing network operations activities were becoming tedious and inefficient, leading to increased cost, effort and time overheads. The absence of an automated process for the on-premise environment was leading to manual and time-consuming interventions and many human errors.
- Lack of process automation was also giving rise to event flood, delayed root cause analysis (RCA) and more issues with higher mean time to resolve (MTTR), which were major hindrances to the client's productivity.
- Over time the organization's IT environment had amassed a variety of third-party tools that added to the complexity. The business aimed at decreasing the cost of managing incidents and condensing the number of false alarms.



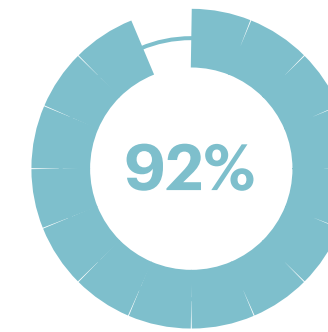
Solutions

The key digital operations solution implementation comprised of an end-to-end integrated network solution from monitoring to ITSM to automation which included:

- Monitoring of real-time and historical data for anomaly detection and the large pool of events generated from the monitoring devices was correlated and suppressed to automate incident creation. In addition, automatic identification and remediation of the root causes of those incidents was executed.
- Creating visibility of the operations through a persona-based single pane view dashboards, a feature of Zensar's integrated managed service AIOps platform, The Vinci™. The sense and act monitoring capabilities of The Vinci™ enabled increased operational and process efficiencies. User experience and productivity remained at the core of the overall solution and all other components aligned to focus on these areas.
- Leveraging its 360-degree partner ecosystem of leading global products and platform OEMs to ensure the best of breed solution implementation and a minimum risk transition.



Business Impact



Reduction in MTTR since onboarding and decreased costs associated with performance problems

- 42% improvement in employee productivity by predicting issues before they could affect performance
- 30% reduction in operational costs leading to new areas of technology investment opportunities
- 70% reduction in operational noise which enabled the IT team to focus on the critical issues that mattered most to the company
- 40% of end-to-end automated resolutions enabled significant savings of time and money by proactive issue identification and decreased resolution time to minutes

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