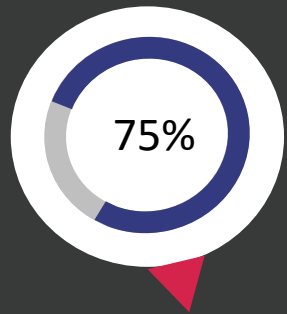


Transforming IT operations for a global financial service firm through Zensar's AIOps platform The Vinci™



Summary

Zensar through its AIOps platform The Vinci™ transformed the digital operations of a leading European bank. Through its agile and automated methodology, it created a tsunami of improvements in the operational efficiency of the bank. Amongst other things, The Vinci™ reduced the operational noise by 75% thereby reducing the operational cost by 25%.



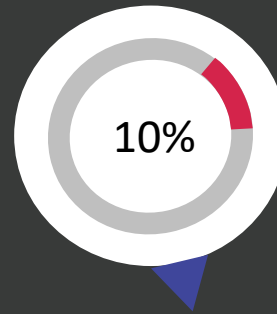
Reduction in operational noise



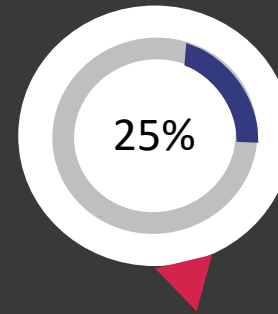
Alert to incident ratio



Fast resolution of tickets through agile methodology



Automated resolution



Reduction in operational costs





Customer Background

The multibillion-dollar customer is a global financial advisory firm, which uses leveraged investment to support growth of economic markets. It provides financial assistance to private sector enterprises while having an explicit environmental mandate.

With a presence in over 30 countries, the organization boasts of a truly global workforce spread across continents. To manage the diverse global workforce and to maintain a sustainable competitive advantage, the company turned its focus on being at the forefront of technology investment.

Business Objectives

The customer had set its eyes on walking into new realms of productivity and operational efficiency through digital-ready infrastructure. They were looking to reduce operational expenditure and cut costs through infrastructure modernization.

It wanted to navigate the previously uncharted waters of digital adoption and provide a seamless experience to employees and its customers. At the same time, it wanted to focus on core competencies and mitigate business risks.



Challenges

The customer was facing the perfect storm of challenges – securing business growth, protecting margins, and aligning operations across countries to rapidly changing market needs.

Business growth and agility were directly correlated to operational efficiency. The absence of automated processes for the on-premises environment was leading to manual time-consuming interventions resulting in costly human errors. The need of the hour was how to improve productivity.

Lack of process automation was also giving rise to event flood, delayed RCA (Root cause analysis) and more issues with higher MTTR (Mean time to resolve) which were major hindrances to the productivity of the company. The business aimed at arresting the cost of managing the incidents and condensing the false alarms.

Manual ITSM processes and the absence of proactive monitoring were leading to poor ITIL Practices. Additionally, the customer was operating with geographically distributed localized service desks that were using non-standard processes.

These challenges eventually led to redundancies, operational inefficiencies, and sub-optimal IT service delivery.



Solution

Zensar played the role of trusted-advisor and system integrator to help the customer formulate and execute the digital operations strategy.

The key solution comprised of an end-to-end integrated solution catering to monitoring, event correlation, ITSM, and automation.

Real-time and historical data were monitored for anomaly detection and performance analysis. The large pool of events that were generated from the numerous monitoring devices and tools was correlated and suppressed, automatically creating an incident. Finally, the root cause of those incidents was identified, and remediation was done automatically.

All this was monitored and achieved through The Vinci™ – our single pane of glass, enabling operational and process efficiency.

Zensar adopted a transformative solution approach and added value to each of the tracks as part of the vision 2020 program for the customer. User experience and productivity remained at the core of the overall solution and every other component aligned itself to this.

Zensar leveraged its 360-degree partner ecosystem of leading global products and platform OEMs to ensure best of breed solution implementation and a minimum risk transition.



Through the deployment, the flexible nature of The Vinci™ ensured that we cater to the dynamic developments in the customers digital environment and bring in more and more use cases under the Vinci umbrella.

Vinci Automation Live Use Cases Count - MoM

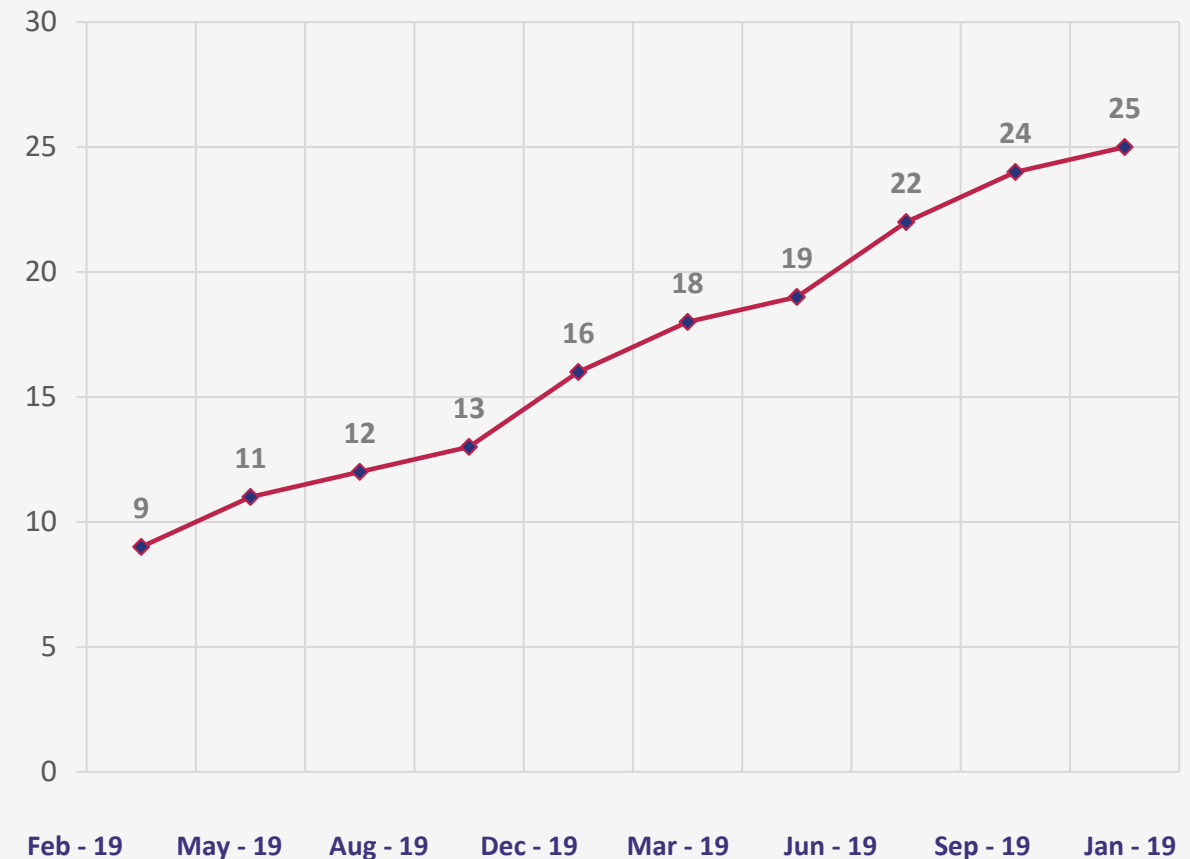


Figure 1 The Vinci™ Implemented Live Cases

Solution

- 25% reduction in operational cost which led to new areas of technology investment opportunities.
- 2 times faster resolution of incidents through Zensar's agile methodology which delivered an impressive cumulative productivity benefit throughout the engagement.
- 75% reduction in operational noise which made the IT team focus on the critical issues which mattered the most to the company.
- 40% end-to-end automated resolution enabled significant savings of time and money by proactive issue identification and decreasing resolution time to minutes.
- Zensar's business KPIs oriented managed services helped raise the quality of service, along with improving application and device performance.

Automation Incident Resolution Stats - MoM

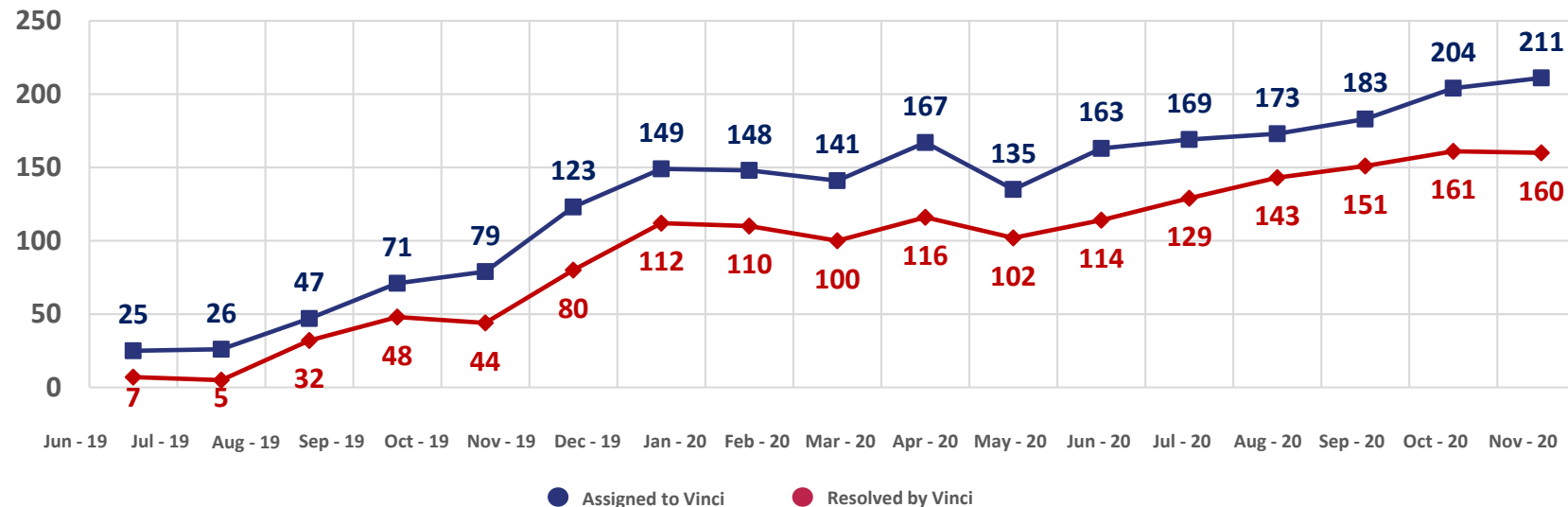


Figure 2 Automated Incident Resolution

Monthly Effort Saving (hrs)

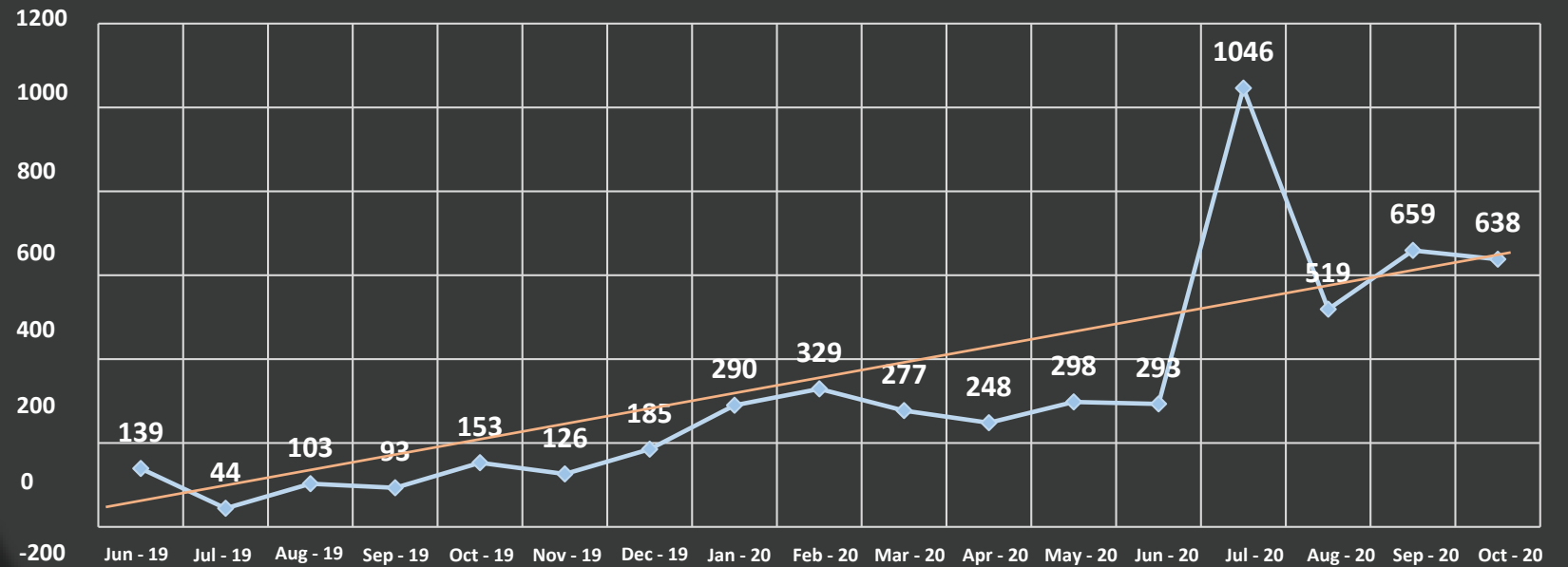


Figure 3 Monthly Savings of Effort (Hrs)

To find out how we can empower your business to enhance user engagement, employee experience, and business productivity in the context of your workplace, please contact us at Marketing@zensar.com



We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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