

HOW AI BASED **AUTOMATION & COGNITIVE ANALYTICS** HELPED THE IT INFRASTRUCTURE OF A EUROPEAN AUTO GIANT RESPOND TO BUSINESS NEEDS

A story of how one of the largest automobile manufacturers streamlined operations, enhanced productivity and reduced costs with the help of **InfraGenie™**.

30 %
COSTS
REDUCTION

45 %
TICKET
AUTOMATION

75 %
REDUCTION
IN ALERTS

CLIENT PROFILE

Our client is a European Manufacturing giant whose key businesses depend heavily on IT services. The business growth and expansion into new geographies had made the client focus on improving customer experience and production, which needed strong IT support. However, the IT systems faced challenges around high cost of ownership and lack of visibility into operations, impacting change and problem management initiatives.



ISG 2017
Paragon Awards™
Europe

Mphasis won in the **'Imagination'** category for creativity and entrepreneurial spirit in helping organizations future-proof businesses and serve customers better.

This case study was submitted for nomination.

THE CHALLENGE

FRAGMENTATION & UNRELIABILITY

When Mphasis first came on-board, we immediately recognized four big problems with respect to the client's IT ecosystem:

Scattered IT

The IT ecosystem was highly fragmented with multiple tools and systems working in silos, unable to communicate with each other.

Too many vendors

The client's reliance on multiple IT vendors added to the fragmented environment and made integration difficult.

Distrust in Service Desk

As a direct result, the employees started seeing the IT Service Desk as unreliable when it came to solving their IT problems.

A struggling Service Desk

Thanks to the above and outdated processes, the IT Service Desk struggled to keep up with problems being raised and their resolutions.

THE SOLUTION

ZERO TOUCH. ZERO IMPACT.

Mphasis conducted proper analysis of the tickets generated by the environment, segregated them into opportunities for:

- Zero touch – Resolve incidents without any human intervention
- Predictive intelligence – Predict device failure or interruptions before the event
- Self-heal – Apply basic resolution steps for low-risk events

Based on the analysis, Mphasis proposed following solution -

AI based Automation and Cognitive Analytics

Introducing the client to InfraGenie™, AI based automation platform, was the first crucial step to solve many of their challenges.

Doing this unlocked the power of automation and machine learning based predictive analytics in the overall IT service operations. By predicting and preventing issues before they occurred, InfraGenie™ substantially reduced the volume of service tickets.

Service Delivery Platform

The Service Delivery platform, implemented as part of InfraGenie™ deployment, delivered information from multiple sources in a single, easily digestible, intuitive view, enabling the client to get the complete picture of the ecosystem and take a business-centric approach to IT.

The Next Gen Service Desk

Offered a more user-centric approach to the client's workplace keeping them up-to-date on their technology skills, while analytics helped them discover ways to improve the customer experience.

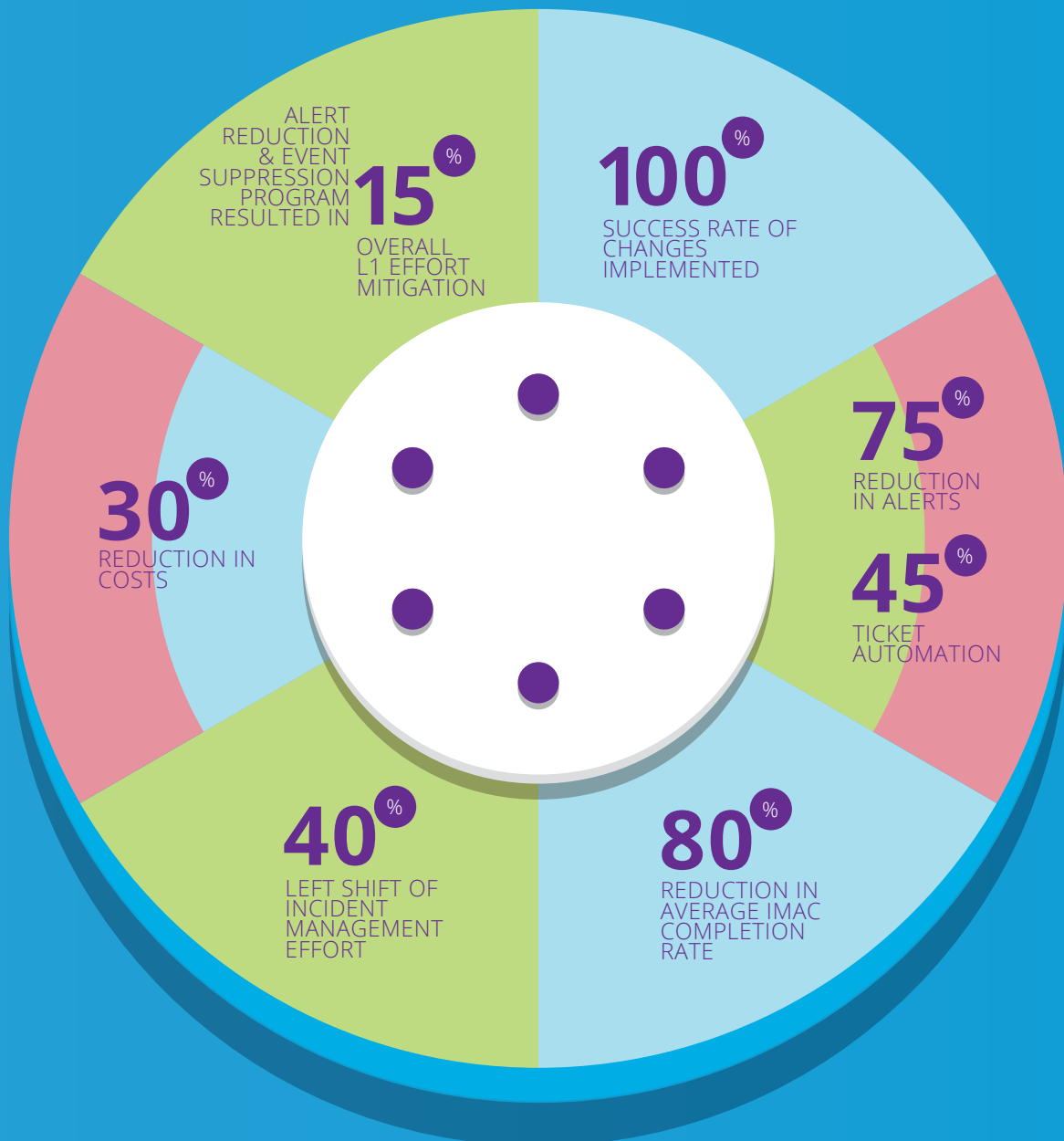
InfraGenie's™ "Zero Touch. Zero Impact" approach to IT administration minimized human error and helped achieve a flexible and cost-effective model for the client. The blend of dedicated and leveraged support, along with a customized onsite and offshore mix of personnel, provided a cost-efficient method of updating the client's IT infrastructure and solving their recurring IT related issues.

Besides this, engagement with right stakeholders helped identify and manage process impacts, and regular reporting on key metrics like automation delivered, quality of KI, accuracy etc. to customer, improved overall transparency.

THE RESULT

A MORE STABLE AND EFFICIENT IT ENVIRONMENT & REDUCED COSTS

As we mentioned at the beginning of this case study, those numbers above are what we are most proud of. Overall, the results that made this implementation an absolute success were:



High Availability

Prediction of device failure with 97% accuracy and zero touch resolution of repeat incidents ensured many tickets were resolved before they occurred, ensuring high uptime for the system.

Lower Cost

The centralized, scalable and automated platform (InfraGenie™) reduced operational overhead, which subsequently decreased company costs.

Increased Stability

The IT infrastructure revamp improved stability and reduced unplanned downtime.

Reduced Time Spent on Manual Tasks

Automated reporting dashboards eliminated manual workloads.

To ensure that the client continues to see improvements and benefits, Mphasis has integrated Cloud Management System with InfraGenie™, and future projects include integration with Mtrust and enabling it for DevOps framework. InfraGenie™ is destined to truly become a single platform for AI based automation for today's Hybrid IT environment.

To know how InfraGenie™ can help you, contact us: DTO.contact@mphasis.com

ABOUT MPHASIS

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com