



# Zero Touch. Zero Impact.

Infrastructure Operations Automation Solution

## DigiOps Powered by InfraGenie™

Today's complex, hybrid IT environments demand an intelligent automation platform that doesn't just react, but predicts infrastructure events before they happen. InfraGenie™, a *zero touch zero impact solution* solves that problem.

InfraGenie™ was created as an integrated intelligent platform to reliably and consistently identify, predict and resolve errors in IT operations. A zero touch solution that resolves 30-60% of incidents with no human intervention, it predicts 95%-98% of device failures before they occur thereby improving client experience. It's a smart platform that learns as it goes, getting better with time.

## Leveraging Advancements in Automation and Analytics

Traditionally, analytics has been associated strongly with passive data collection activities like reporting, performance monitoring, and dashboards. This is called 'descriptive analytics', which mainly focuses on what happened in the past. But advanced analytics, based on datascience principles and methodologies, goes much further. This is known as 'prescriptive analytics'. It helps you tackle complex business challenges and provides benefits beyond the scope of conventional analytical technologies.

InfraGenie™, runs on prescriptive analytics that not only predicts, but also delivers decisions. The solution combines prescriptive analytics with robotic process automation to provide automated solutions for infrastructure incidents. InfraGenie™ comes with a large number of industry-agnostic workflow scenarios that deliver early benefits.

## Zero Touch, Zero Impact

With InfraGenie™, 30-60% of incidents are resolved in a zero touch, zero impact model - they are resolved before any negative customer impact and without any human intervention.

### Benefits of InfraGenie™

- Highly reliable systems for industries where reliability is critical
- Automates issue identification and prediction, as well as scheduled maintenance activities
- Leverages heartbeat data
- Easy to integrate into your existing system
- Constantly improves as it learns
- ROI from day one

#### Infrastructure Services Analytics Maturity



# Our solution is a multi-layered framework with automation at the core of each component



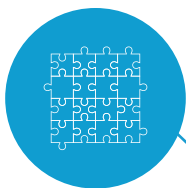
- 1 InfraGraf™:** An advanced predictive analytics tool that helps
- Predict key incidences leading to major failures
  - Prioritize agent work
  - Conduct immediate root cause analysis
  - Monitors unstructured log data - taps the heartbeat of the infra landscape



- 2 Service delivery platform:** A best-in-class service management platform
- ITSM, dashboards and governance
  - All integrated and ready to deploy

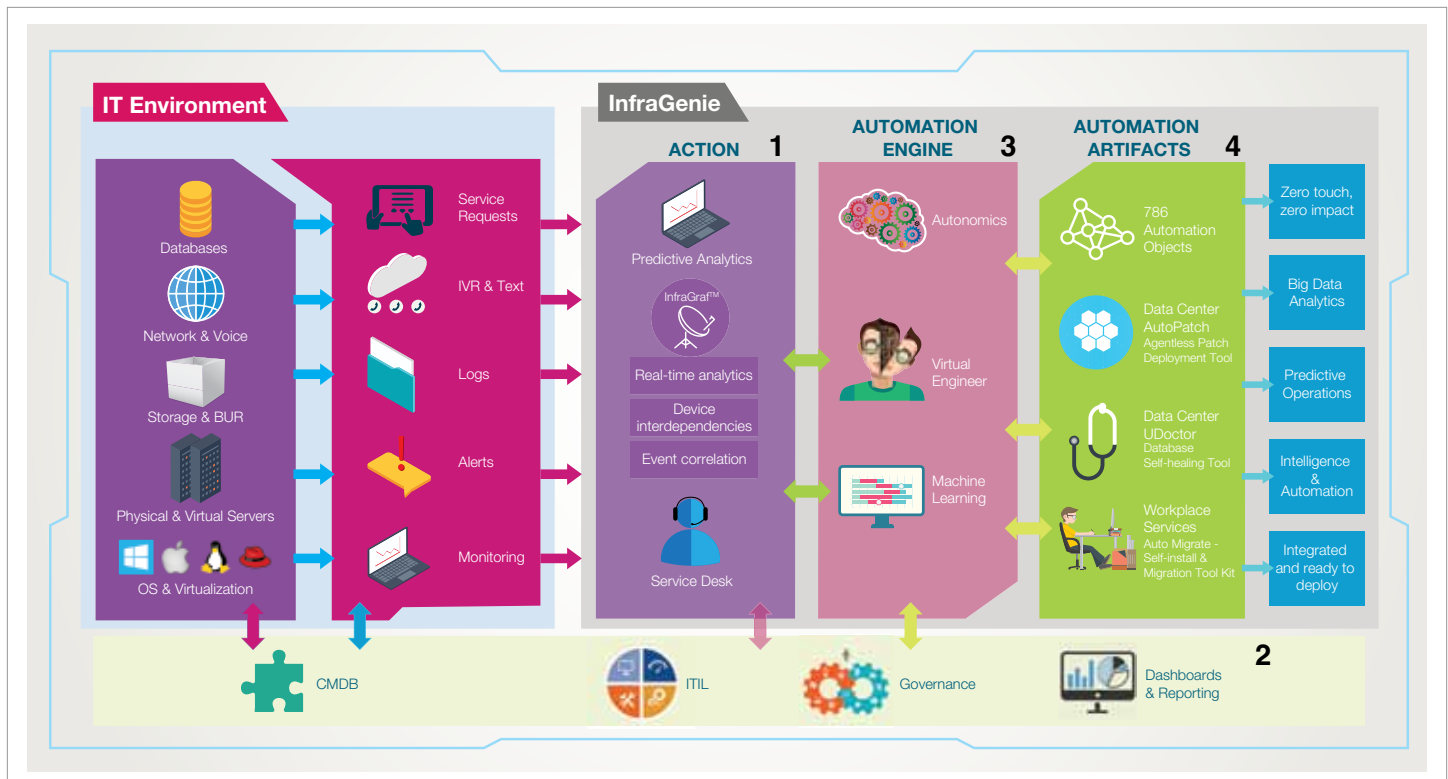


- 3 Automation engine:** A self-managing computing model that diagnoses predictions and issues, maps resolutions, and triggers them
- Features include:
- Onboarder
  - Out-of-the-box KIs: 100+ processes
  - Constantly evolving intelligence



- 4 Automation artifacts:** A library of automated solutions
- 4000 man months of R&D effort
  - Mode 1 artifacts: Fortune 500 production reliable
  - Enable intelligent self-heal

## Intelligent Infrastructure Automation Platform



# Benefits over traditional approach



## Intelligent Automation increases efficiency

Replaces system administrators with a smart machine; works 24/7

- **Knowledge-based automation:** Implementation of complex machine learning and Artificial Intelligence technique
- **Evolving intelligence:** The operational knowledge of the IT experts is captured in slim, modular and reusable knowledge items (KIs) which enable automated resolution of incidents
- **Self-scalable:** Knowledge items and decision tree evolve constantly based on usage



## Cost and effort saving

Automated incident resolution drastically reduces manual effort and drives cost savings



## Device health prediction

Track device health and criticality to predict failures by establishing interdependencies



## Resource optimization

Intelligent view of the landscape allows for prioritization of work and optimal use of resources



## Preventive maintenance

Near-elimination of unplanned downtimes and system failures



## 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 ( $C = X2C_{in} = 1$ ) 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](http://www.mphasis.com)

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