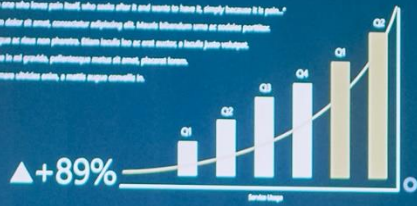


# Analysis

"There is no one who leaves pain behind, who smiles after it and wants to have it, simply because it is pain."  
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## AR Consumption growth



## Average user base



## Social Networks growth in marketing



### Social networks influence

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### Community involvement

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### Content Consumption

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## Success Stories for Cloud100 percent reduction in service turnaround time

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100 percent reduction in service turnaround time

### **Client Background**

- Client Description – Client is a Fortune 500 Company
- The client belongs to business services
- Products / Services: Customer engagement, customer information management, global e-commerce, location intelligence, and mailing and shipping services
- Area of operations Global

### **Challenge**

The client was achieving a high growth rate. This happened due to multiple acquisitions across the globe which resulted in manual and storage tower based processes. The company simply wanted to overcome its operational challenges through a robust network and overcome challenges like poor turnaround time and extensive manual intervention.

The challenge also included:

- 90% of Unix and Wintel server alerts to be resolved in 4.8 hours
- 83 hours for service request resolutions which include activities like email configuration, access provisioning and user On/Off Boarding
- Five minute resolution time for each ticket
- 48 hours timeline to resolve contractor deadline extensions



## **Solution**

The entire objective was to automate the end user requests and the manual activities and requests from end users. These requests include user addition to mailbox, user on boarding, and other simple tasks.

The summary of the solution includes:

- Integration of isolated alerts (ones which were sent to the mailbox) through an Alert Manager
- Better operational insight with complete day to day IT operations tracking
- Virtual desktop infrastructure

## **The impact on business**

Transformed the traditional people-dependent processes of the tech company into an automated, proactive and efficient operational model. The solution helped the client embark on an automation journey, resulting in the following benefits:

## **Enhanced process efficiency**

- Order volume handling capacity almost doubled - up to 4,222 per month from 1,900 per month earlier
- 20% decrease in alerts for false positives
- Automated 41% of work process using combination of process and provision orchestrations bots
- Critically saves 11,497 man-hours annually

## **Rapid ticket resolution**

- Automated 50% of ticketed requests which were previously being automated
- 90% of the emails routed to help desk
- 40% of the alerts generated by monitoring tools
- 30% of the service requests fulfilled by service catalogs
- 40% reduction in reset password request calls

## **Faster time to response**

- 2x quicker response to alerts raised by monitoring tools
  - 100% improvement in ART for the end users
  - Nearly 99% improvement in response time to all business users in access provisioning, email configuration, on boarding and off-boarding
  - 32-hour reduction in processing time from 1,920 minutes per task to 4.2 minutes per task
  - Massive cut in service restart cycle time from 510 minutes hours to just 6 minutes
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