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Zensar Drives Digital Transformation
With an AI-powered Managed Services Platform

The case for AI intervention

In the modern digital world, data can help or overwhelm, depending on how you harness it. Infrastructure and operations (I&O) leaders are constantly challenged with making the right decisions for their IT functions with extremely high volumes, velocity, and variety of data flows.

I&O leaders are under immense pressure to improve efficiencies, adapt to technology changes, and aid in business productivity. Unfortunately, traditional IT models can't meet these challenges. Artificial intelligence for IT operations (AIOps) is essential to making the IT ecosystem more intuitive and automation-ready in an assortment of challenging scenarios.

At Zensar, we are committed to delivering AI-led IT efficiency to our clients across industries, leveraging our real-time analytics and automation platform, The Vinci™. The platform delivers AIOps capabilities that enhance IT functions through event correlation and analysis, anomaly detection, root cause analysis, and natural language processing (NLP).

Universal process management challenges

The role of technology in the overarching business blueprint has become more critical than ever, intensifying the mission-critical nature of IT processes. Consequently, enterprises can no longer afford to have errors and inefficiencies in process management.
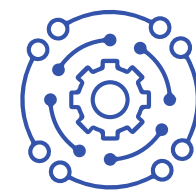
Globally, enterprises are battling these common process management challenges:
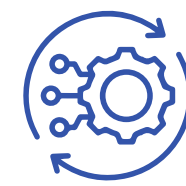
Unwieldy data volumes from multiple monitoring tools	Demand for business KPIs for IT delivery	Complexity and scale of the IT landscape	Siloed state of IT operations	Reactive responses to challenges	Inability to predict future problems

The Vinci™ — integrated managed services AIOps platform

The Vinci™ is powered by automation, artificial intelligence, machine learning, and NLP. Built on our next-generation unified IT model, the platform enables agile and efficient management of operational and transformational activities. By enabling faster provisioning and automated functions, it helps accommodate rapid changes to I&O environments, across on-premise data centers, public clouds, and private clouds.

Business orchestration
Effective:

Accelerate services on-boarding "self-service" and increase services availability by self-healing IT

Security and compliance
Secure:

Keeping mission-critical systems secured and compliant with international and industry-specific regulation standards anytime

Monitoring
Insight:

Tooling for application and infrastructure landscape in real-time

Cost management
Cost transparency:

Improved planning and cost consolidation from dynamic IT consumption

The **Vinci**

Hybrid IT
Ubiquitous connectivity:

Connecting all environments together, from public IT services to private and existing IT landscapes intelligently for anywhere business availability

Dashboards
Real-time:

Anytime available integrated dashboard for IT services status, contracting, and reporting

Service management
Intelligent collaboration:

Seamless experience through omnichannel service interaction

Event correlation
Prescriptive:

Topology-based business and service impact analysis with AI systems and machine learning

The Vinci™ vantage

The Vinci™ empowers IT leaders to overcome the challenges in their environments effectively and help businesses stay relevant and competitive. The platform boosts IT efficiency with powerful built-in capabilities:

- **Sense and act:** Automated anomaly detection, automated incident creation, enhanced correlation, and noise reduction

- **Detect to correct:** Identification of KPIs, automated remediation, and enhanced first-call resolution

- **Visualize to collaborate:** Single-pane-of-glass view and a full-stack dashboard

- **Request to fulfil:** Multi-cloud management and a self-service portal

We has partnered with leading enterprises, across diverse industry sectors, to drive the business bottom line using AI-powered IT. The partnerships have resulted in improved business agility, operational efficiency, and scalability with a whole host of measurable outcomes:

75 percent enhancement in SLA adherence	**98 percent** reduction in downtime	**98 percent** automation of ticket logging
60 percent automation of incident remediation	**90+ percent** automated provisioning	**40 percent** faster time-to-market
75 percent reduction in P1 incidents	**90 percent** events suppression	**~0.2 seconds** to resolve issues
90 days to value assurance	**35 percent** reduction in mean-time-to-resolve (MTTR)	

The Vinci™ helps a global bank gain a competitive edge

An international banking and financial services organization leveraged The Vinci™ to improve business agility, reduce operating cost, and enhance operational efficiency in its data center and cloud environments.
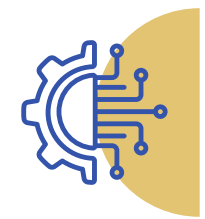
IT challenges addressed by The Vinci™

- Lack of automated processes
- Event flood that makes it difficult to find the root cause of issues
- High MTTR
- Manual ITSM processes that lead to poor ITIL practices
- Reactive issue resolution

Outcomes enabled by The Vinci™

- Proactive incident creation
- Reduction in event noise
- Ability to identify the root cause of events
- Reduced MTTR
- Single-pane-of-glass view

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An 》RPG Company
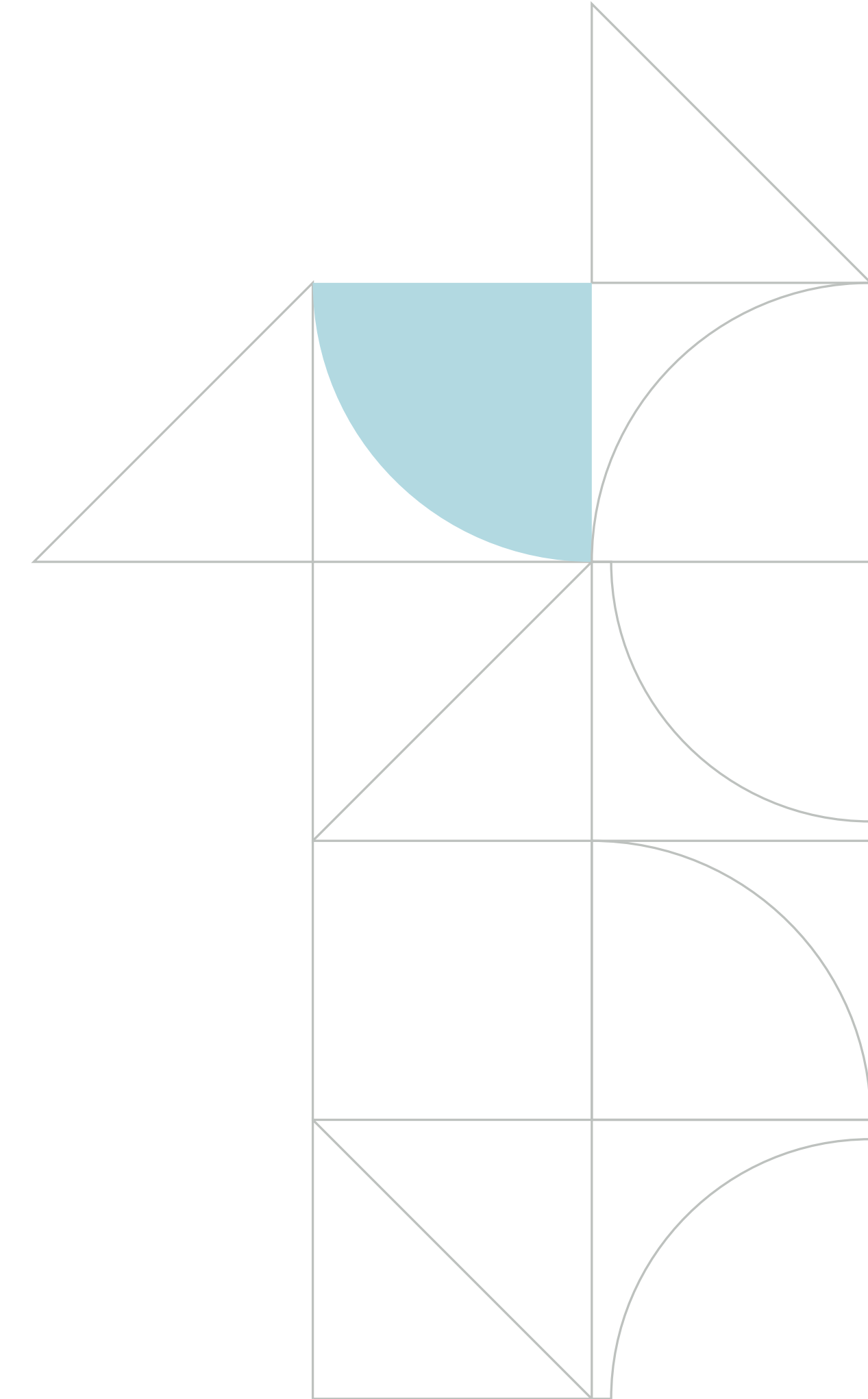
At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.4 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: **info@zensar.com | www.zensar.com**