



# AIOPS-POWERED HEALTHCARE SELF-SERVICE ENABLED AUTOMATION

## Overview

An India-based healthcare start-up (Truweight Wellness Private Limited) has adopted our in-house built intelligent automation platform "RLCatalyst Command Center ServiceOne" -AIOps solution. It is deployed on AWS for real-time monitoring (24\*7\*365) of the IT infrastructure. In addition, they use ServiceNow which was integrated with AWS using Service Management Connector for the Service Catalog Management.

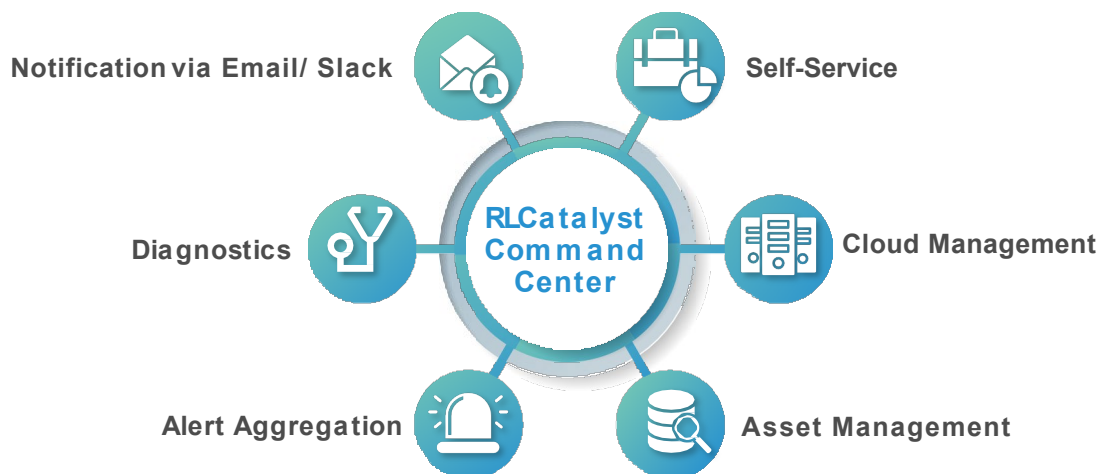
## Challenges

- Absence of cloud based real time tracking of system.
- Self-Service Portal for Cloud Operations.
- Absence of single dashboard for consolidated view.
- No continuous performance measurement.

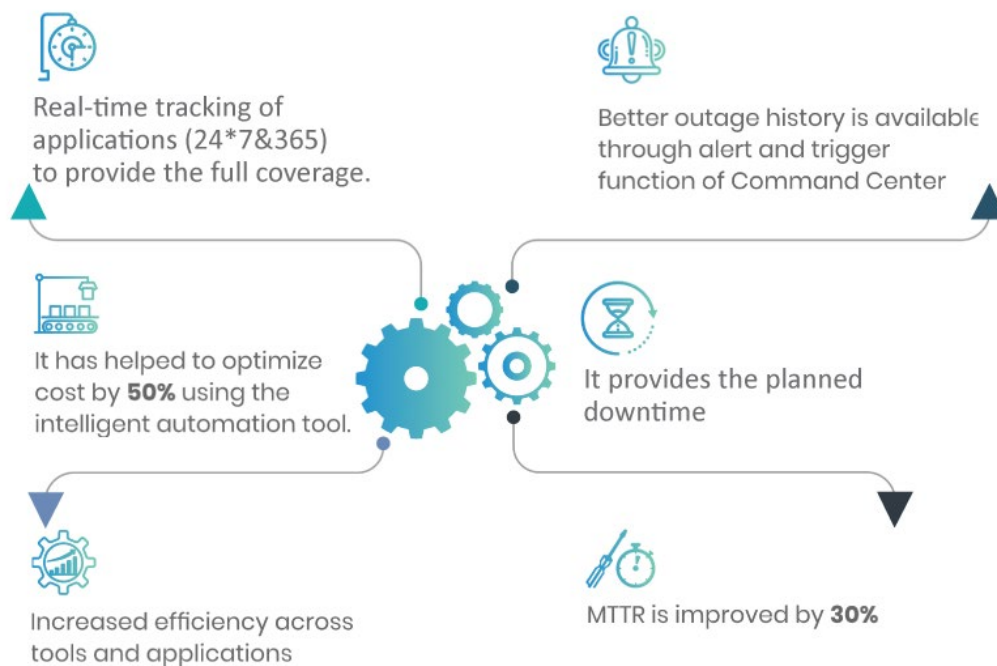
## Solution Approach

The client is onboarded to our Service One solution offering, which includes:

- RLCatalyst Command Center hosted on AWS cloud is deployed as the central dashboard for monitoring the system endpoints and infrastructure.
- Real-time monitoring of the dashboard notifies the client about any issues in case of an outage.
- AWS Service Management Connector Integration with ServiceNow for Cloud Management including Provision, De-provision, and Asset Management.
- Customized notifications via email or Slack when issues are detected.
- Actionable insights for detection of the critical business application problems.



## Outcomes



## Overview of the Solution Proposed

- Truweight Wellness Pvt Ltd was looking for a solution to manage their Data Centers (DC) assets and a self-service portal for their operational work on the Cloud.
- Relevance Lab has enabled the monitoring of the same by deploying our IP Solution RLCatalyst agents that would send real-time alerts and metrics to the Command Centre on AWS Cloud and Integration of AWS with ServiceNow using Service Management Connector for Self-Service driven Cloud Operations.
- RLCatalyst is an intelligent monitoring & automation solution provided to customers in both SAAS-based Managed Services models. It is hosted on AWS and with On-Prem Deployments. Command Centre is hosted on AWS and can scale up significantly. It provides a multi-tenant infrastructure using different AWS building blocks.
- The product provides the early detection and warning of problems in the targeted services or infrastructure. It also provides the capabilities to integrate problem tickets and capture incident details which can help to narrow down the root cause.
- AWS Service Catalog enables the organizations to create and manage catalogs of IT services that are approved for AWS. These IT services can include everything from virtual machine images, servers, software, databases, and more to complete the multi-tier application architecture.
- The AWS Service Management Connector for ServiceNow (formerly the AWS Service Catalog Connector) enables ServiceNow end-users to provision, manage, and operate AWS resources natively through ServiceNow.

## Customer Quote

"Relevance Lab Command Center tool has enabled the real-time situational awareness for monitoring our critical business applications. Integration with ServiceNow using AWS Service Management Connector has helped us manage AWS resources through the ITSM platform, which is easy and doesn't need in-depth AWS knowledge."

## About Us

Relevance Lab is a specialist IT services company with re-usable technology assets in the area of DevOps, Cloud, Automation, Digital, Service Delivery and Supply Chain Analytics that help global organizations achieve frictionless business by transforming their traditional Infrastructure, Applications and Data. In the changing technology landscape and consumer preferences, Relevance Lab enables global organizations to adopt 'asset lite, growth model by leveraging Cloud (IAAS, PAAS, SAAS) to shift Capex to Opex; Automation to improve efficiency and reduce costs; Build an end-to-end ecosystem connecting Digital Products to backend ERP platforms; Agile Analytics to provide real time business insights and improve customer experience. Relevance Lab has invested in a unique IP based DevOps product 'RLCatalyst'.

Incorporated in 2011 and headquartered in Singapore, Relevance Lab has specialized IT professionals across its offices spread across India, US and Canada.