

AUTOMATION JOURNEY BY INTELLIGENT BOTS

Overview

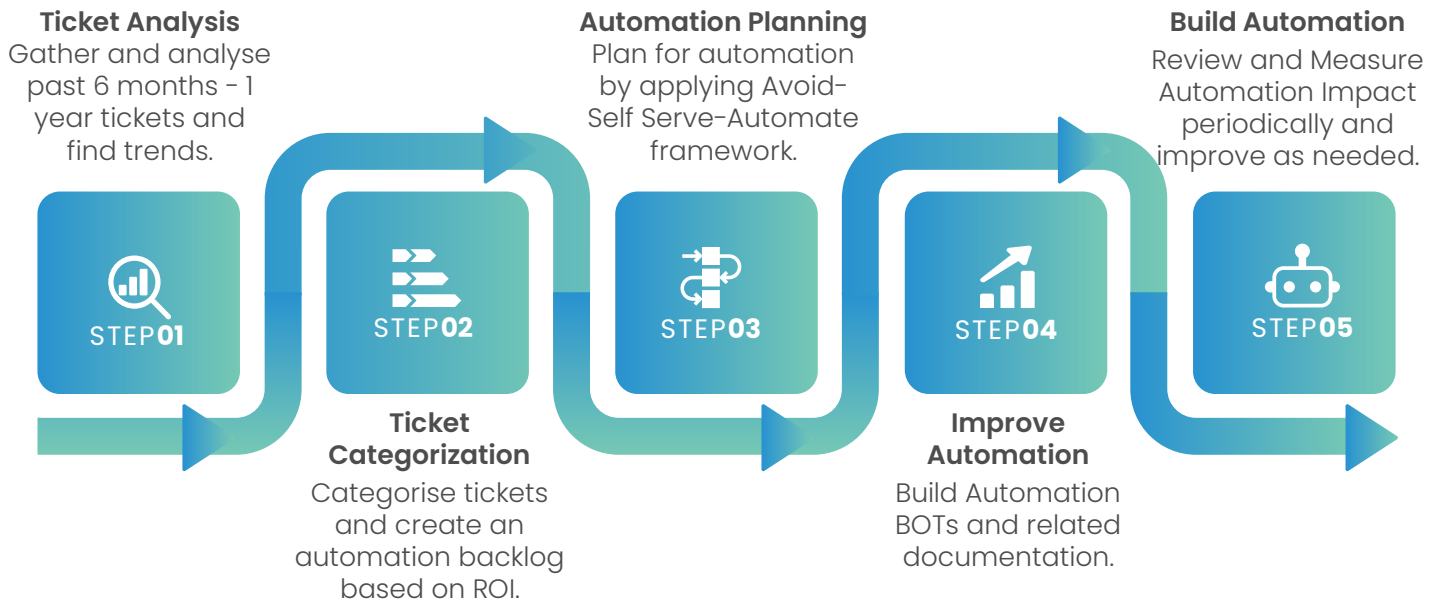
RLCatalyst's BOTs platform enables automation in traditional IT service operations encompassing infrastructure, applications, and service delivery tasks such as user management, access control, application deployments, and production support to reduce the cost of IT operations.

It helps enterprises standardize their automation efforts, and achieve better quality and velocity with clear ROI tracking on the human efforts saved.

Challenges

- Low SLA governance
- High cost of operations
- Lack of KPIs and dashboards
- Lack of visibility on request status
- Less control over resource usage

Solution Approach



Outcomes

- Incidents reduced by 50% and Requests increased by 60%
- Annual Cost savings of 350 K USD by resource optimization
- Improved SLA and Governance
- Quick Turn Around and Real-time Status updates leads to better user experience
- 65-70% of requests fulfilled by BOTs equivalent to 8 FTEs
- Headcount reduced by 50%

BOT Statistics Last Day

118 PROCESSED TICKETS | **75** TICKETS AUTOMATED | **43** TICKETS AUTOMATED | **5** BOT VS FTE | **8** FAILED TICKETS

Resource Productivity Till Date - Total Resources-3

Name	Incidents	Tasks	Total	Avg per day
TDMS AutoBOT	56	1354	1410	61
Person A	142	54	196	9
Person B	147	81	228	10

BOT Statistics Last week

486 PROCESSED TICKETS | **319** TICKETS AUTOMATED | **167** TICKETS AUTOMATED | **6** BOT VS FTE | **12** FAILED TICKETS

BOT Statistics Current Month Till Date

2030 PROCESSED TICKETS | **1410** TICKETS AUTOMATED | **620** TICKETS AUTOMATED | **7** BOT VS FTE | **18** FAILED TICKETS



About Us

Relevance Lab is a specialist IT services company with reusable 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. Relevance Lab has invested in a unique IP based DevOps product called RLCatalyst.

In keeping with the changing technology landscape and consumer preferences, Relevance Lab enables global organizations to adopt the '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; and Agile Analytics to provide real-time business insights and improve customer experience.

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

marketing@relevancelab.com
www.relevancelab.com