"One Support" DataOps

Problem Statement

Areas like business criticality and better customer experience are significantly impacted by the challenges of managing IT support for enterprise data applications (EDA). Complexities range from tech hurdles to execution roadblocks. Data inefficiencies, duplicate incidents, system bottlenecks, and outdated tools create inefficiencies, while master data and data quality concerns add layers of complexity. On the execution side, inefficient processes and a lack of accountability delay issue resolution, directly impacting business performance.

Solution

Our solution, "One Support" DataOps
plans to transform next generation IT support and end-to-end data operations. It leverages AI/ML, Gen AI, automation along with a synergized execution model for enhanced accountability, efficiency resulting in productivity gains of up to 25 percent and reduced EDA support costs by 30 percent.

Success Story

Expanding possibilities:

Data Analytics Support Model

Objective

Client has a central analytics platform. It can draw insights and create analytics products using data sourced from across the business. We provide end-to-end support for monitoring and maintaining client's analytics(Databricks) application.

Value delivered

- Knowledge sharing initiative across projects for release
- Proactive communication and reviews for incident analysis and resolutions.
- Strong governance
- Proactive tracking and updates

Offering Components

- **Self-healing ticket reduction** - ML and RPA to reduce repetitive tickets
- **Proactive alerts and resolution** - Automate proactive alerts and notifications on issues
- **RPA/AI-driven KM framework** - Smart search solution for efficient knowledge management
- **Multi-disciplined metrics framework** - Use key metrics as key performance indicators
- **Change/Run-one team** - Enhanced accountability & reduce duplicate efforts
- **Optimize data platform** - Optimize with levers for process improvement and ops efficiency

Benefits

- Productivity gains up to 25 percent
- 10-20 percent increase in customer satisfaction
- Approximately 35 percent reduction in operational costs
- Improved TCO and reduced manual efforts
- Helps in demand reduction and planning

To connect with our experts and for more information, please reach out to us at:
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