zensar

Integrated Data Operations

Persona based & user journey driven support

Revolutionize data operations to provide more personalized and relevant support. Persona-based tailored support to identify and address the unique needs of different end users.

Expanding possibilities: Our proven track record of success

### GCP migration to drive operational efficiency

Client: Global company specializing in networking and communications solutions.

Streamlined Teradata to GCP BigQuery migration, resolving data inconsistencies, optimizing job performance, and establishing robust GCP operations processes.

Reduced costs, improved performance, and established efficient processes, resulting in a more cost-effective and resilient data management system.

Big data operations, production support with cluster size of 4,000+ servers, and 300 application teams
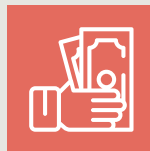
Client: Renowned multinational financial services corporation.

Implemented proactive monitoring, developer exchange for access issues, job failures, and data recovery. Developed Jarvis Chatbot for self service (incidents, problem records, and job status).

Reduced service tickets by 30 percent, optimized resource utilization, and ensured seamless system operation, enhancing business continuity and performance.

Schedule a **complimentary 30-minute discussion** with our experts and start your modernization journey today!

Write to us at: velocity@zensar.com

150+ Patents filed

1,000+ Experts

600+ Data projects executed

85+ Active global clients

Zensar Services

Foundation services | Experience services | Application services

Advanced engineering services | Data engineering and analytics services

Key offerings

- AI-led automation expedites issue resolution, thereby minimizing service disruptions
- Proactive monitoring
- AI-based knowledge management and multi-disciplined metrics framework

Solution features

- AI-led automation resulting in 25-30 percent productivity gains and cost reduction
- Proactive self-healing system resulting in ticket reduction/demand elimination
- Knowledge management driven by AI enhances efficiency and smart search capabilities
- Metrics framework and KPIs track achievements, highlighting areas for improvement

Benefits

- Cost reduction in operations
- Improved security, predictability, and operational efficiency
- Enhanced experiences for end customers and internal users
- Increased productivity for support engineers and improved Knowledge management

An **RPG** Company