

Intelligent Azure Operations Governance

Key Business Objectives



Ensuring **IT agility** aligning to business needs



Ensuring **Always On Business** availability



Drive **continuous innovation** from insights around customer experiences & outcomes



Quicker releases and features to stay ahead in competition

Cognizant delivers Intelligent Azure Operations Governance using Azure virtual skills available on Cognizant® Automation Center I&O.

Business Challenges



Manual Monitoring



Multiple Landing Zones



Business Operations Intelligence



Lack of visibility across board

Key Drivers



Cost Reduction



AI-driven Intelligent Azure Operations



Faster time to market



Managing Hybrid Environments

Key Value Proposition

Enhanced User Experience

- ❖ 25-40% reduction in user request TAT
- ❖ Real time insights into business
- ❖ More context to observability
- ❖ Qualify event into situation

Speed & Agility

- ❖ Action sequences and repositories to act on qualified situation
- ❖ 100% auto-ticketing and triaging
- ❖ Faster MTTR
- ❖ 10-15% reduction in reactive incident

Increased Productivity

- ❖ Assessment for both Cloud and On-premise
- ❖ 50-60% reduction in SME time spent
- ❖ Virtual agents to handle queries
- ❖ 99.96% availability