

Ops amplifAler

Amplify IT Operations Efficiency
with Generative AI

Introduction

Generative AI is enabling a paradigm shift in the traditional ways the IT industry leverages Artificial Intelligence for IT Operations (AIOps).

Enterprises aim to reduce IT support costs, but the landscape is becoming complex with the proliferation of multiple tools for monitoring, logging, ticketing, automation, and AIOps. While standard AIOps and automation work well for Level 1 efficiency gains, there's a long way to go to improve Level 2 productivity. This is imperative as the ticket cost increases 5X when it escalates to Level 2/Level 3.

Tech Mahindra's **Ops amplifAler** solution amplifies the productivity of IT support engineers by providing a single pane integrated view with all the contextual information and tools to resolve issues. The solution also enables team collaboration, making the processes future-proofed in a responsible manner.

Ops amplifAler integrates with existing ITOps tools to collect the contextual information related to an IT ticket/alert and uses GenAI to analyze the collected data. It further identifies the probable root cause, conducts diagnosis, recommends remediation actions, and generates the corresponding automation scripts. The solution comes with an enterprise automation catalogue that allows the repurposing of automation artefacts, like scripts or workflows, across the enterprise.

Ops amplifAler Solution Features

Tech Mahindra Ops amplifAler solution amplifies the support engineer productivity with:



GenAI Assistance: Our solution offers powerful AI-driven capabilities, enabling engineers to conduct RCA (Root Cause Analysis), review logs, and analyze code with remarkable speed and accuracy. This reduces manual effort and increases the effectiveness of troubleshooting.

Additionally, the IT industry also grapples with:



High SME (Subject Matter Expert) knowledge dependency to solve complex IT incidents



~ 5X cost increase in ticket handling, when escalated to Level 2 SME



Lack of intelligent collaboration leading to increased MTTR (Mean Time to Resolve) for priority issues



Minimal enterprise IT knowledge re-usability



Automation Fabric: The solution features a centralized, reusable library of automation scripts, streamlining routine tasks and allowing engineers to focus on more complex issues. This fabric of automation enhances efficiency across the board.



Intelligent Collaboration: The Ops amplifAler fosters seamless human-bot collaboration on incidents. This blend of human expertise and automated intelligence improves the overall incident management process, ensuring that engineers are supported at every step.



Inbuilt Automation Engine: With an integrated automation engine, the solution can execute predefined actions on incidents, reducing manual intervention and enabling faster response times.



IT Ops Tool Agnostic: Compatible with various IT operations tools, the solution ensures flexibility and ease of integration into existing workflows.



Intelligent Command Terminal: Engineers can triage and resolve issues more effectively with our Intelligent Command Terminal, which provides smart recommendations and assists in quick decision-making, ensuring faster resolution times.



Contextualized Engineer Dashboard: Support engineers are provided with a personalized and contextualized landing dashboard that displays relevant information and metrics tailored to their needs, enhancing their ability to manage incidents efficiently.



Customizable Operations Console: The operations console can be customized and personalized to meet the specific requirements of each engineer, allowing for a more intuitive and user-friendly experience.



Contextualized Incident Information: Engineers have access to incident information that is enriched with time context, assets, metrics, alerts, and logs.

Ops amplifAler also offers Generative AI chatbot assistant for IT operations support. Powered by GenAI, this digital assistance interacts in a conversational way with support engineers. It enables efficient operations by allowing them to ask questions via chat window using underlying IT Knowledgebase/Large Language Models.

Here's how our GenAI chatbot can assist you:

Find Issues

- Why are transactions failing?
- What caused an error?
- Which component has failed
- Which component is impacted

Assist in Code

- Create a diagnosis script
- Create a remediation script
- Create a maintenance script
- Command Syntax

IT Ops Domain Assistance

- Create a diagnosis script
- Create a remediation script
- Create a maintenance script
- Command Syntax

Benefits of Ops amplifAler Solution

- **Improves Support Engineer Productivity:** Increases efficiency by up to ~30% in complex IT incident root cause analysis and resolution
- **Reduces Tool Hopping Time:** Support engineer does not have to login into multiple tools to analyse and resolve incidents
- **Reduces RCA & Resolution Time:** GenAI helps support engineers with analysis and recommendations to fix issues faster
- **Improves Automation Adoption:** The unified automation catalog, GenAI code generation and recommendations promote automation
- **Boosts Enterprise Knowledge Artifacts Reuse:** Reduces redundant creation of automation related artifacts like scripts/ workflows
- **Reduces SME Dependency:** GenAI enables deskilling the IT Ops support engineer, improving productivity

Conclusion

With Tech Mahindra's distinctive investments in the AI space and comprehensive knowledge of customer needs, we are uniquely positioned to foster digital transformation within enterprises. Ops amplifAIer is an agnostic solution, driving unprecedented efficiency and eliminating the complexity from everyday work. The launch of GenAI-powered Ops amplifAIer is in line with Tech Mahindra's continuous endeavor to transform enterprises with advanced AI-led offerings and solutions, along with our recent addition of Email amplifAIer, Enterprise Knowledge Search offering, Evangelize Pair Programming, and Generative AI Studio.

Want to know more? Connect with us at amplifAI@techmahindra.com

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 147,000+ professionals across 90+ countries helping 1100+ clients, TechM provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, in recognition of actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your scale at speed imperatives, please visit <https://www.techmahindra.com>

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