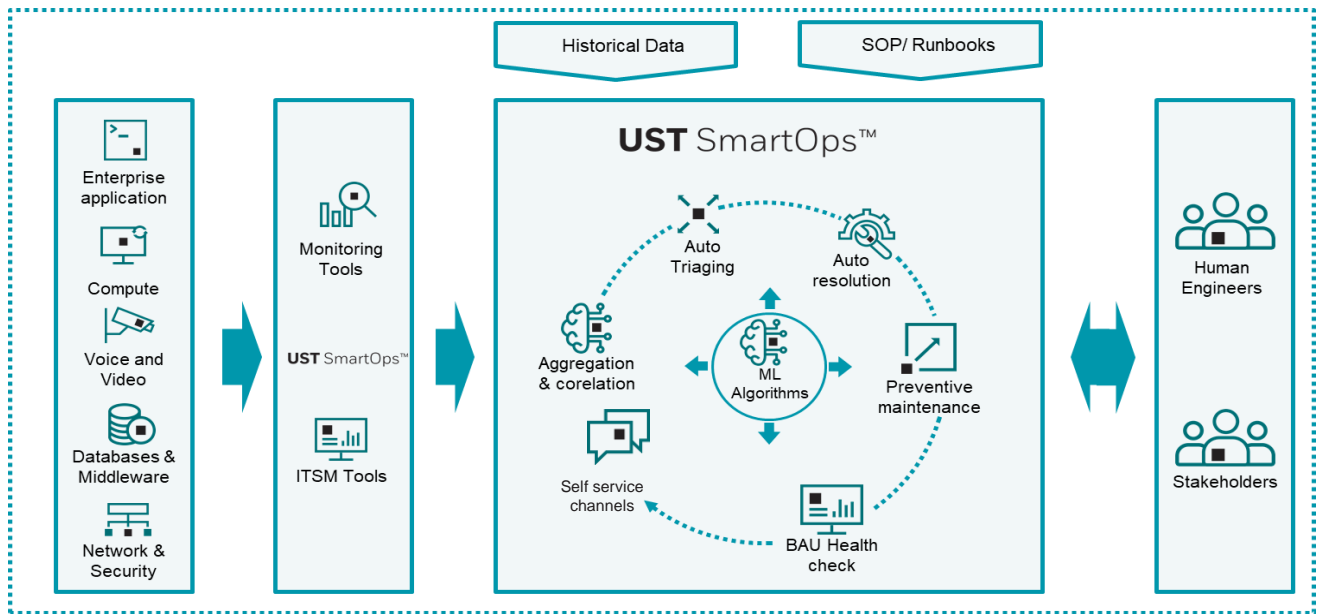# UST SmartOps™

Transforming the world's best companies through the power of technology

ust.com/smartops

AIOps

Today IT landscape has more apps, systems, and platforms than ever to be maintained in peak condition. IT Ops teams must fight an uphill battle correlating massive amounts of data that is being generated by these IT systems. They are expected to handle more incidents than ever before with shorter service levels (SLAs) and improve the KPIs such as MTTR, First-time resolution in an orchestrated fashion. Agility and cost efficiency are driving complexity, as well as exponentially increases the risks. Fast-paced business operations demand employee and customer engagement through self-service channels with user experience a key factor

UST SmartOps™ provides an integrated end to end platform that autonomously handles incidents and service requests.

Aggregating alerts from multiple sources, UST SmartOps automatically analyzes the information, recommends the most appropriate resolution, and can even initiate the necessary actions without human involvement.

LISTEN

- Leverage Single Pane of Glass view to gain visibility across enterprise IT stack, consisting of hybrid infrastructure environments.
- Consolidates alerts and events from various monitoring tools and applications into a unified intelligent view to derive actionable insights.
- Provides visibility into key IT performance indicators focused on infrastructure health and performance including trends that affect business priorities.

ANALYSE

- Aggregates alerts, events, metrics, and log data from all sources for analysis and accelerate problem diagnosis.
- Apply correlations (Time-based / location-based / hierarchy-based) and predictive analysis to identify the root cause and possible anomalies.
- Auto ticket management using grouping, duplicate alert suppression, correlation, and auto-closure of related tickets.
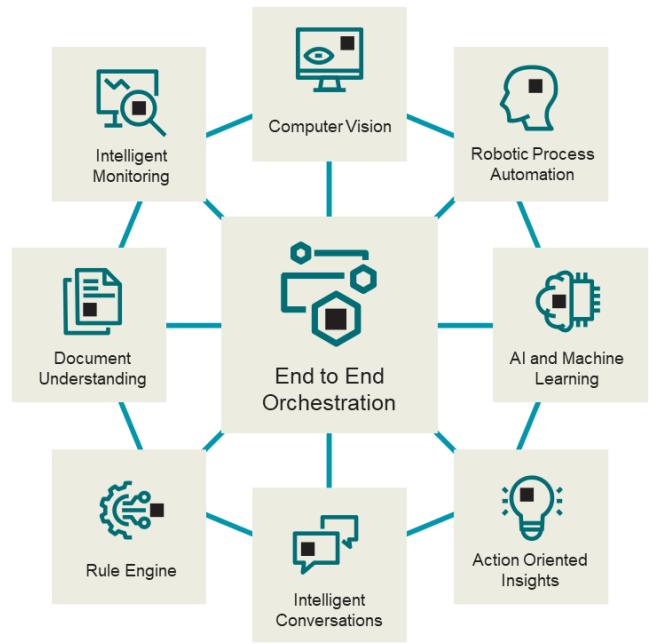
ACT

- Automated resolution of incidents and fulfillment of service requests with the help of digitized workflows.
- Ability to incorporate human in the loop to improve learning and handle exception scenarios.
- Automatically perform scheduled maintenance and start of business checks to ensure the readiness of business services.

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HOW DO WE DO IT?

UST SmartOps™ is an intelligent automation platform that holistically learns and reimagines your business processes while intelligently digitizing and compressing manual workflows. By reimagining business processes, we empower your people to focus on the opportunities with the highest business impact that will drive operational efficiency and profitability further.

Computer Vision

Intelligent Monitoring

Robotic Process Automation

Document Understanding

End to End Orchestration

AI and Machine Learning

Rule Engine

Intelligent Conversations

Action Oriented Insights

UST SmartOps™ is built on scalable architecture to deliver seamless integration with the existing system in your IT landscape

SUCCESS STORIES

- A global retailer achieved 95% improvement in the MTTR with end-to-end ITOps automation using UST SmartOps™. The resolution effort reduced by 60% and the First-time fix rate improved from 78% to 97%.
- For a large financial services company, UST SmartOps™ was deployed for intelligent monitoring of their IT infrastructure. Using a single pane of glass feature and correlation algorithms, alerts were aggregated from various monitoring tools to identify unique incidents. This achieved maximum availability of systems and significantly reduced effort in L1 monitoring and incident creation by 60%.
- For a large telecom company, UST SmartOps™ achieved 90% savings in Mean Time to Resolve (MTTR) via IT helpdesk operations automation.

Visit ust.com/smartops or email smartops@ust.com to learn more.

UST SmartOps™