

Case Study for

Seamless Integrated Solution for enhancing process accuracy and team's efficiency

Industry

Cybersecurity

Services

TAC



iOPEX handles **Enterprise Technical Services** operations for the customer and manages close to 50% of all their global technical support & end customer interactions from its global delivery centers. This includes Level 2, Level 3, Cloud Migration and Change Management processes. iOPEX handles network administrators, security administrators, and IT administrators from enterprises who have invested in customer's solutions for their enterprise mission critical infrastructure.



The Client

Client is the largest Incident and Event Management platform company whose solutions are used by about 15000 enterprise customers worldwide. The client's big data platform simplifies the task of (a) collecting and managing massive volumes of machine-generated data and (b) searching for information for business and web analytics, compliance, and security.



Business Challenges

The company's change management and cloud migration process had defined workflows. While they are systematic and structured, the process involves several different teams and different tools to execute and has manual efforts to fetch and update data in different systems that are not integrated. Hence the objective is to achieve the followings:

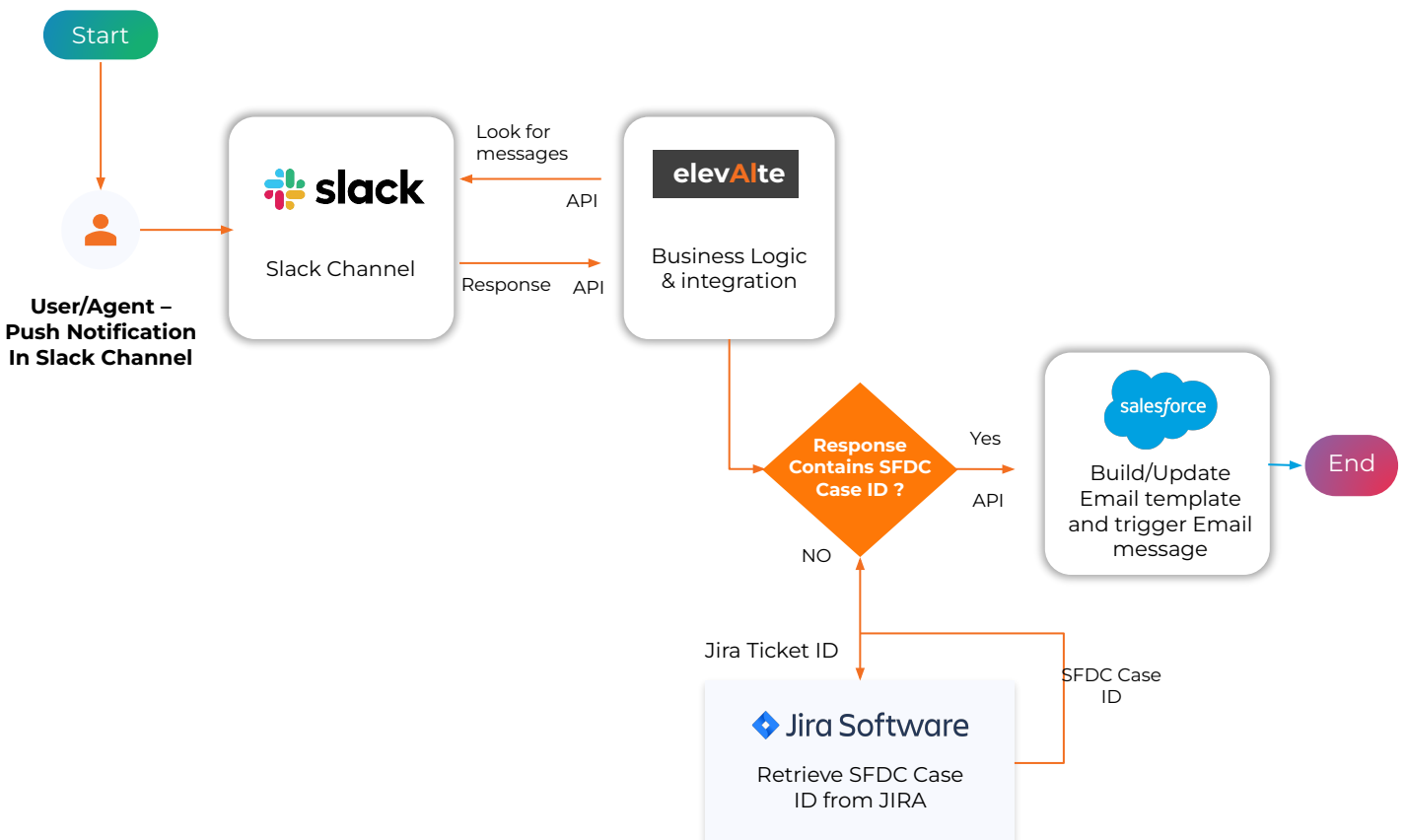
- **Automation to remove process friction:** Provide an integrated solution that transforms the manual business process (time taken was approx. 10 mins per case.)
- **Improved Accuracy:** By eliminating the manual effort, increase the accuracy of the process.
- **Improved Efficiency:** Increases the productivity of the support teams.



Our Solutions

iOPEX has created a CX Transformation Team dedicated to evaluating the application of AI Engineering solutions, based on the extensive existing process intelligence.

- iOPEX team worked closely with customer's data transformation team on the case life cycle and identified the areas in which further refinements could be taken.
- Analyzed the data sources of slack chat engine, Sales force, JIRA, their access levels and took up the Data Governance workflow to create Vector Stores
- Business logic, data mapping and integration API study were taken up to finalize the model.
- Executed all the positive and negative test cases to ensure seamless integration.
- With the help of iOPEX's proprietary Gen AI **elevAite** platform, we have focused on product assistance processes, removed the possible inefficiencies in each phase to enable excellence in support performance.
- Created a PoC with desired state KRA to measure & benchmark end status





Business Benefits

The project was successfully implemented over 3-month period with careful monitoring for any customer impacts and risks.

Speed to Resolve

- Based on the cloud stack and environment, the cloud migration which takes 1 – 2 weeks was reduced to 3-6 days.
- The change management process of 3 hours was reduced by 45 minutes.

01

Cost to Serve

As the **elevAlte** platform integrates through the existing system APIs, no additional IT infrastructure/runtime host was required

03

Real Time Notifications

02

Because manual efforts between systems are removed, alerts and notifications are **real-time and frictionless**.

Tech Staff Productivity

04

Improved by **43%**

About iOPEX Technologies

iOPEX is a new-generation digital services provider offering AI Engineering and AI Operations services. We are process innovators focused on extracting the best out of the investments you have already made and enable **“Byte-size” Agile Transformation** to continuously innovate and optimize **“Cost to Book” & “Cost to Serve”**. At iOPEX, we help you realize that golden ratio where your technology and business are in complete synergy, making your company greater than the sum of its parts. Founded in 2009, the demand for our specialized optimization services has helped us grow 60% YoY.

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