



Case Study

Automated Discovery for leading Networking Company



Our Experience

Implemented the Mosaic Discovery Solution in a leading networking Company to identify Automation Hotspots and Improvement areas in order to reduce MTTR and improve efficiency.



Client

The client is a leading American multinational networking devices company



Business Challenges

- ✓ Solve 70% of tickets in 2 hrs or lesser as against the current performance levels of 4-5 hrs.
- ✓ Too many business-critical incidents and sizeable manual efforts.
- ✓ Incorrect incident severity attribution, leading to higher spend on L2 cases.
- ✓ High Volumes of tickets (~240,000) requiring considerable manual efforts for resolution.



Solution Highlights

- ✓ Analyzed over 6 quarters worth of data using MOSAIC automation platform to derive insights.
- ✓ Analyzed over 240,000 records of ticket data to identify potential problem areas, and areas for Auto resolution.
- ✓ Leveraged MOSAIC Discovery Solution for solutions options.
- ✓ This includes data across key Business Towers: Marketing, Order & Finance, Sales & Services, Human Resources.
- ✓ Detailed drill down into each Business Tower and sub business processes, leading to identification of incidents impacting business processes and automation opportunities.



Business Benefits

67%

of tickets can be automated using a highly automated Service Desk Solution.

30% - 40%

of incidents within each business process can be standardized using SOPs
(Standard Operating Procedures) and Automation.

40%

of the issues identified as Data issues.

15%

of the issues identified as integration issues.

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