



AI Ops/Python

Business Problem

Our client was using traditional detect and resolve approach to critical service-affecting issues that were causing following challenges:

- High hybrid cloud operations costs
- Increased Operational noise, alert fatigue
- Longer root cause analysis
- Delays in service restoration
- Thousands of tickets per month – resolution delays

Solution

We deployed an AIOps platform with ease of integration with their existing monitoring systems and use the massive amount of constantly changing event data to reduce cloud migration delays and service restoration. We used machine-Learning algorithms to detect anomalies that would otherwise go unnoticed, Stream qualified, contextualized data and start building a modern IT Operations framework and built a future-ready, unique architecture that combines the unsurpassed reach of on-premise monitoring with the unlimited power of the Cloud.

Business Benefits

- Continuous assurance for customers' hybrid operations and CI/CD processes
- Seamless cloud migrations
- 62% reduction in tickets
- 33% reduction in MTTR
- 85% reduction from events to unique alerts, and clustered alerts to situations

ABOUT PARKAR DIGITAL

Parkar Digital, a Gold Certified Microsoft Azure partner, provides technology solutions for Digital Healthcare, Digital Retail & CPG. Our solutions are powered by the Parkar platforms built using Cloud, Opensource, and Customer experience technologies. Our goal is to empower a customer-first approach with digital technologies to deliver human-centric solutions for the clients

