



INTELLIGENT AUTOMATION FOR
**IT SERVICE
MANAGEMENT**

Powered by Contelli



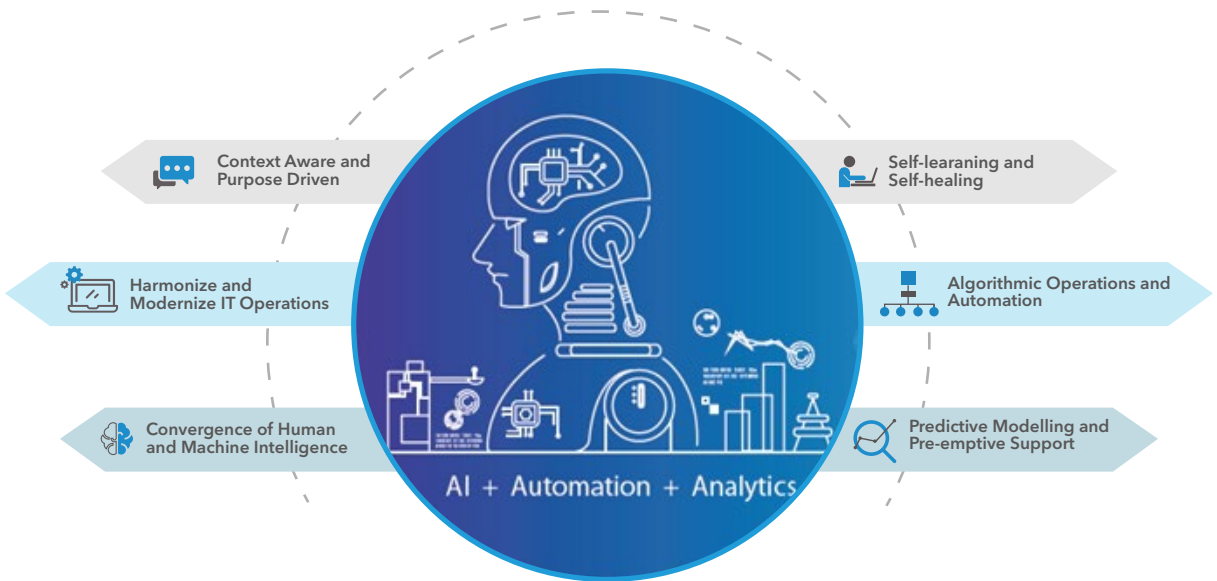
Overview

IDC states, **'Over 65% of IT budgets are spent on IT service management and support activities'**. IT service disruptions can cost companies billions of dollars, plus significant damage to company reputation and customer experience. Demanding customers are increasing pressure on organizations to respond quickly and effectively to business and service disruptions.

Despite adoption and investments in newer technologies, enterprises are finding it challenging to manage IT operations, which are often loaded down with multiple legacy systems, end-of-life infrastructure and aging software stacks. This IT infrastructure landscape is making life extremely painful for the CIOs. Forward-looking CIOs are ready to embrace disruptive technologies like artificial intelligence that would help them achieve their business imperatives and expectations.

Contelli: An Intelligent Automation Platform for IT Service Management

CSS Corp, a new age IT services company, introduces Contelli, our Intelligent Automation platform for your IT Infrastructure Operations. Contelli uses the convergence of artificial intelligence, analytics, automation, and natural language processing to efficiently manage your complex infrastructure ecosystem, delivering business agility, operational excellence, resilience and faster-time-to-market.

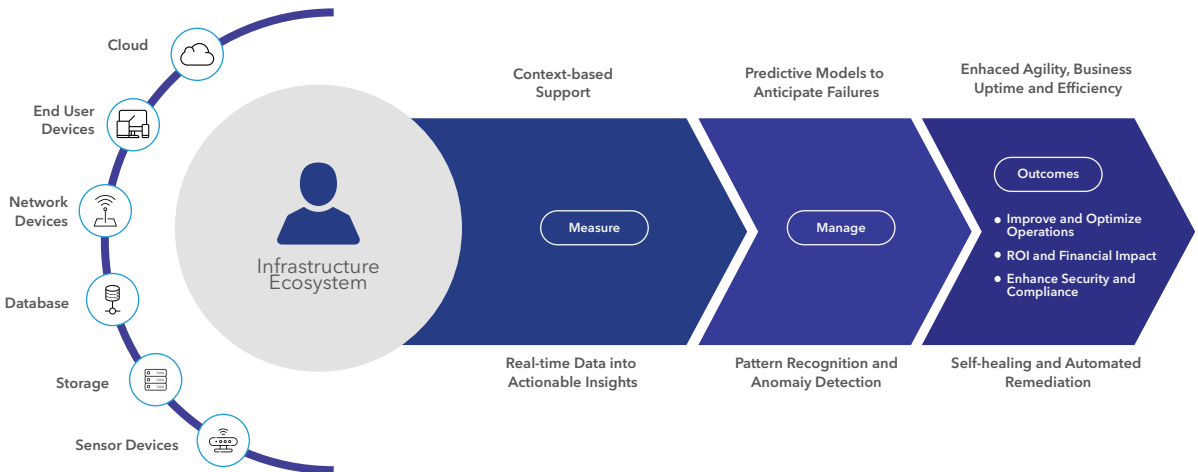




Platform Powered Services Approach

Contelli analyzes real time data received from network devices, sensors, end user devices and the cloud, including structured, unstructured, semi structured, social media and sensor data. It monitors on premise, cloud and hybrid datacenters with a single platform. The SaaS based advanced management solution converts this data into actionable insights. The platform can assess and analyze data both in real-time, high velocity, low latency data and in batch processing mode.

SOLUTION FRAMEWORK



Key Features



Incident and Threat Prediction

Contelli hypercharges operations by predicting incidents and threats in highly distributed environment on an ongoing basis, resulting in faster resolution through assisted or unassisted support. The predictions enable highly efficient predictive maintenance by accurately identifying the chance of a failure. The platform continually learns from new scenarios, evolving over time.



Algorithmic Operations and Self-Healing

Contelli helps companies identify early signals of system downtime through operations analytics and predicts future behavior resulting in increased operational efficiency. When it spots irregularity, it goes through a series of programmed actions resulting in faster resilience and unparalleled experience. It can resolve significant repetitive standard operating procedures to reduce human intervention and self-heal autonomously.



Unified Service Management Dashboard

Our unified and flexible architecture increases visibility in a single dashboard view that eliminates anomalies before the environment is impacted.



Interdependency Analytics

Contelli promotes interdependency analytics that map relationships between systems, predicts events based on dependencies and helps engineers make well-informed decisions about service optimization and planning.



Continuous Improvement

Contelli utilizes specialized frameworks to continually evaluate the effectiveness of the operations against business outcomes. It identifies key focus areas for efficiency gains and provides recommendations to promote the continual improvement.

Case Studies

Contelli helps enterprises mitigate their IT infrastructure challenges effectively through context driven solutions. A sample of our success stories include:

- ▶ For a US-based enterprise networking OEM company, we use Contelli to manage their network operations including creating an Early Warning system dashboard to predict support issues and automated predictive maintenance and self-heal. Using Contelli's intelligent automation engine, we have achieved 13% increase in CSAT scores, boosted engineer productivity by 30%, and achieved accuracy of over 80% in case prediction and estimation.
- ▶ For one major networking company, we use Contelli to manage 4 million networking devices across 85,000 stores. We are able to predict network related issues and proactively manage complex ecosystems effortlessly resulting in **40% reduction in TCO, 30% productivity improvements, 97% availability of network connectivity and 98% resolution rate.**
- ▶ For a railroad and locomotive company, Contelli's predictive intelligence capabilities are pre-empting equipment failures, improving daily operations, and optimizing field resources. We constantly monitor the customer's sensor-based IoT devices and enable ideal failure prediction analysis with the use of real-time intelligence, image data analysis, acoustics data analysis and operational intelligence. The company observed reduction in **operational cost by 30%, improved technician productivity by 18% and increase in Mean-time-to-repair (MTTR) by 35%.**

Why CSS Corp?

▶ **Context Driven IT Managed Services** providing the highest level of predictability and efficiency

▶ **Convergence of AI, Analytics and Automation** resulting in enhanced CX, faster resolution and improved business uptime

▶ **Algorithmic Operations and Automated Insights** promoting proactive customer engagement, transforming the very nature of IT operations through software driven management

▶ **Modular and Flexible Solution** formulated around industry use cases that provide agility and flexibility for enterprises as they optimize business outcomes

▶ **Outcome-based Managed Service Model** where you pay for business impact and outcomes as opposed to utilization or consumption

Customer Benefits

Contelli has been designed to provide our customers with tangible and lasting benefits, with a focus on improving service agility, process efficiency and reducing total costs of operations.



Increased Operational Efficiency

Reduced downtime through real time monitoring, resulting in 30-40% increase in operational efficiency and a 'smarter workforce'



Consistency of Operations

Provides consistency in operations through a predictive monitoring and security solution, which helps detect and prevent up to 70% vulnerabilities in the security landscape much before they occur



Quick Incident Resolution

Our solution helps reduce Mean Time to Resolution through autonomic resolution and self-heal by 3X and provide a 360-degree holistic view of the enterprise IT infrastructure



Reduction in Labor Hours

Our clients see a 45 to 65% reduction in FTEs through enhanced automation and more efficient operations

CSS Corp is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. The company partners with leading enterprises to help realize their strategic business outcomes. Its team of 5,600 technology professionals across 17 global locations is passionate about helping customers differentiate and succeed.



For more information, contact info@csscorp.com
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