



Mosaic AIOps and ServiceNow-led Infra Ops Modernization

Challenges

- The infrastructure landscape consists of the client of 30K+ assets, 3 monitoring systems (NewRelic, Nagios, SolarWinds), ServiceNow as ITSM.
- Approx. 89K+ alerts per month ticketed (manually + automatically) in ServiceNow causing huge volumes (~80K+ tickets per month).
- Assets distributed across multiple geographies (US, EU, APAC).
- Deployment diversity across various cloud platforms (Azure, AWS, GCP, On-Premise).
- Low feasibility during peak loads causing SLA management issues for mission-critical applications and substantial efforts being spent on incidents.


LTI Solution

- Identified automation opportunities and developed roadmap for automation.
- Improved monitoring policy, along with customer to suppress noise from source.
- Integrated Mosaic with ServiceNow and implemented Mosaic AIOps Monitor of Monitors for event correlation.
- Established 24X7 O2T-based converged operations.
- Cleaned-up and enriched CMDB to enable automation.
- Implementation Mosaic BRAIO for SOP automation and guided resolution.


Business Benefits




42%
productivity gains, 3,400 hours returned to engineering function



55%-75%
reduction in resolution time for P0 and P1



65%
P0, P1 reduction



80%
white noise reduction

LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 400 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unparalleled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 35,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Follow us at @LTI_Global

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