



CASE STUDY

Cross-Functional Case

Automation and Artificial Intelligence Solution for IT Operations

Implemented in: LATAM

Challenge

Manage the growing complexity of IT environments, reducing the excess of alerts, low correlation between events and reliance on individual knowledge, while scaling operations with end-to-end visibility and intelligence for cost prioritization and control.

Solution

- Integrated IT operations management in hybrid and multicloud environments.
- Centralization and correlation of intelligent data from multiple sources.
- Automation of processes and response to incidents with artificial intelligence support.
- Generation of actionable insights for faster, more efficient, and scalable decision-making.



Benefits:



Increase in operational efficiency and reduction of recurring failures.



Greater stability of IT services through automation and artificial intelligence.



Increase in team productivity and reduction of dependency on individual knowledge.



More informed decisions thanks to contextual insights and an integrated view of the environment.



Ability to operate more complex environments at lower cost, with greater predictability and improved service levels.

Tags: AIOps / IA / ITSM.