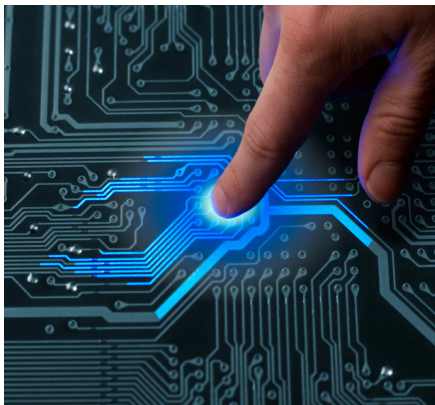


Syntel Automates IT Ops for Faster Ticket Resolution for A Leading Credit Rating Agency

BUSINESS GOALS

Our client is a leading credit rating agency, wanted to automate their ticketing system in a bid to eliminate errors introduced due to human intervention, thereby improving productivity and reducing the turnaround time for ticket resolution.



BUSINESS BENEFITS

- 50% of tickets were resolved automatically
- Ensured closure of 99.8% of ticket requests in 46 seconds (average)
- Auto remediation of more than 7000 tickets annually
- 90% improvement in productivity
- 20% improvement in availability
- 30% reduction in effort investment

CHALLENGES

- A high volume of tickets, combined with a lack of automation for routine tasks led to substantial effort and high turnaround time
- Numerous manual touch points across multiple systems increased the probability of human error
- Dependency on multiple vendors for task execution
- Manual process for granting/revoking user access
- Manual ticket creation by reading user mails and system alerts

VALUE ADDITIONS

- Developed metrics to track, compare and measure the success of sprints
- Prepared reporting dashboard for effective decision making by business stakeholders

CLIENT TESTIMONIAL

“Team – job well done. Happy to see that you not only advanced the release date by a week, but also ensured an incident-free release. Please continue to monitor, measure and publish the benefits delivered via SyntBots. Thank you all.”

- SVP, Technology Operations

SYNTEL SOLUTION

Syntel deployed its automation platform SyntBots® in a phased manner for automating the ticketing process, thereby enabling real time request processing.

- Enabled automatic ticket creation and alert notification
- Integrated multiple systems on a common platform, eliminating dependency on specific vendors
- Integrated with ITSM tools for automatic updates
- Automated incident detection and system restoration
- Supported auto monitoring and removal of non-admin users across three domains
- Automated granting/revoking of user access
 - Automated joiners, leavers, department transfers and service administrator provisioning requests
 - Automated critical Active Directory (AD) group monitoring, and remediation
 - Cloud AWS and Azure Active Directory (AD) access provisioning

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.