How a manufacturer of imaging solutions enabled zero latency operations

The company drove incidence avoidance and real time visibility into core business processes through AI-based operational techniques

wipro

Client background

Client: A US-based manufacturing company

Industry: Imaging solutions

Area of Operation: Global

Products: Laser printers and imaging products

Employees: Over 8000

Challenge

The client wanted to deliver consistent managed print services to its end users. However, the lack of real time visibility into core business processes led to a reactive approach to incident management, hampering service continuity. The client therefore, aimed to upgrade its technology infrastructure to achieve zero latency operational architecture. This required monitoring of end-to-end business processes in real time to achieve incidence avoidance. It was also crucial to consider supporting systems and contextualize functional processes to minimize errors and risks.

Solution

To help the client achieve zero latency operational performance, Wipro created a simple, scalable and focused operations solution, underpinned by unique design principles. The solution included:

Creating a new way of visualizing operations management, based on AI operations principles

Leveraging client's tools and data to create a system for measuring core business processes of its managed print services business

Synchronizing core business processes to the printer data collection systems and determining thresholds using machine learning (ML) techniques

Arranging underlying system in a server room and displaying out-of-variance conditions using anomaly detection and correlation techniques that show root cause in real time as a simple read out in the main visualization panel – with just a mouse over

Streaming the KPI values in real time and using machine and wire data to broadcast underlying monitoring components through an existing streaming analytics platform, supported by AI and ML techniques
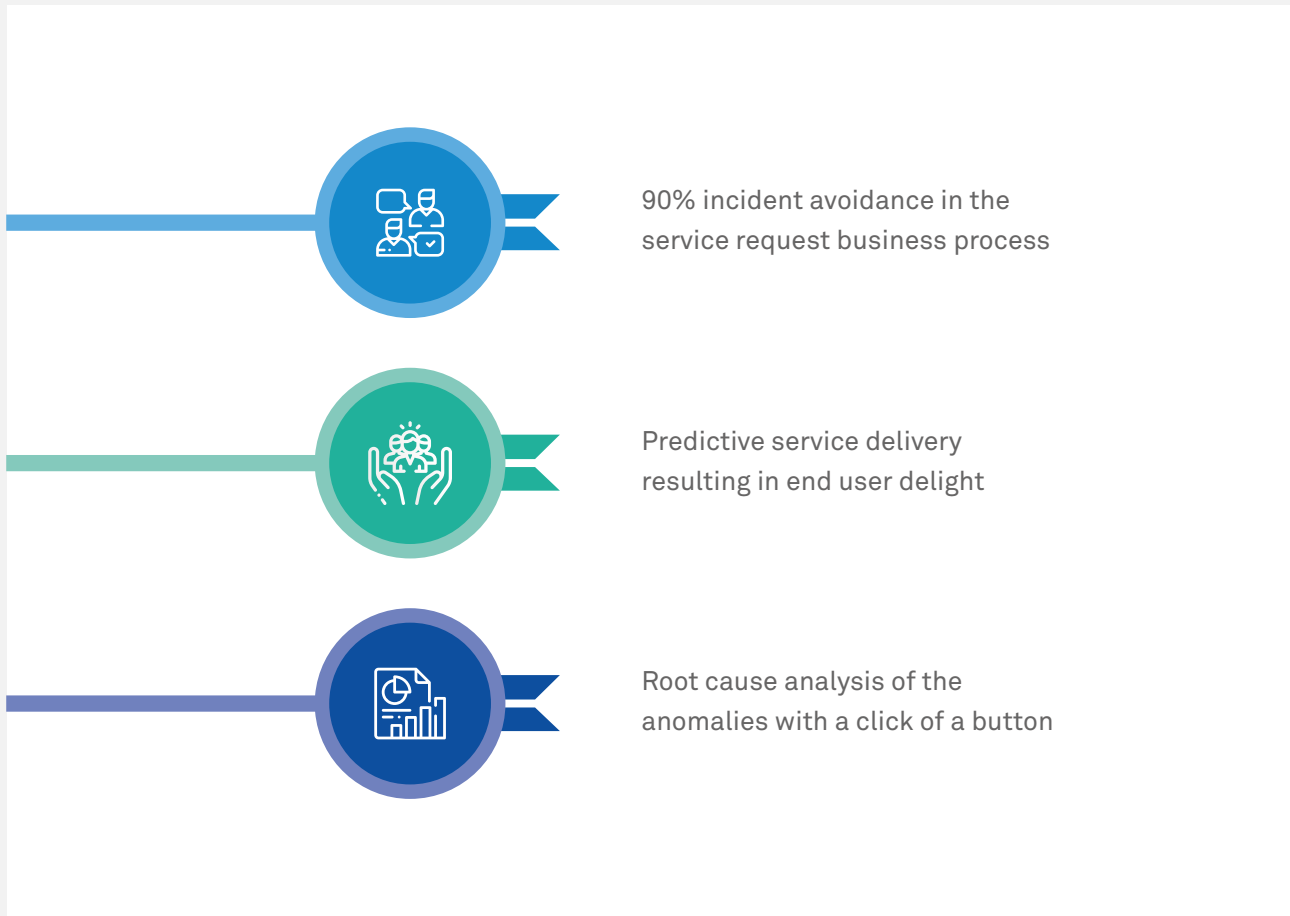
Applying ML to dynamically set the thresholds for each sub-system at the month, day and hour level - based on healthy business KPIs

Business impact

Wipro's scalable operations solution enabled proactive, end-to-end monitoring and analysis of the client's managed print services business and supporting complex infrastructure. This resulted in several tangible business benefits including:

90% incident avoidance in the service request business process

Predictive service delivery resulting in end user delight

Root cause analysis of the anomalies with a click of a button

"The client wanted to proactively monitor their business processes so that they could find anomalies in business process before they could become incidents and cause any disruption. Wipro helped the client deliver highly available print service through enhanced visibility into core business processes."

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