INTELLIGENT AUTOMATION FOR IT SERVICE MANAGEMENT

POWERED BY MOVATE CONTELLI

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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 and significantly damage their reputation and customer experience. Demanding customers are increasing pressure on organizations to respond quickly and effectively to business and service disruptions.

Movate Contelli

An intelligent automation platform for IT Service Management

Movate, a new-age IT services company, introduces Contelli, our intelligent automation platform for your IT infrastructure operations. Contelli combines 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.
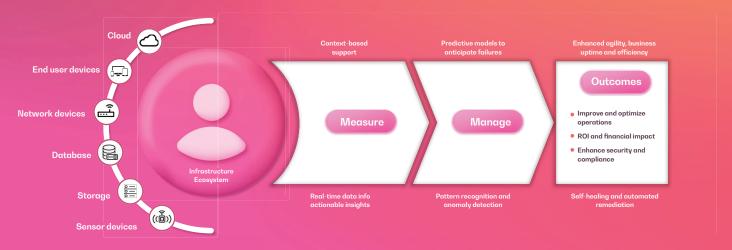
AI + Automation + Analytics

Context-aware and purpose driven

Harmonize and modernize IT operations

Convergence of human and machine intelligence

Self-learning and self-healing

Algorithmic operations and automation

Predictive modeling and pre-emptive support

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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 data centers with a single platform. The SaaS-based advanced management solution converts this data into actionable insights. The platform can assess and analyze data in real-time, in high velocity, low latency, and batch processing modes.

	Context-based support	Predictive models to anticipate failures	Enhanced agility, business uptime and efficiency
Cloud End user devices Network devices Database Storage Sensor devices Infrastructure Ecosystem	**Measure**	**Manage**	**Outcomes** • Improve and optimize operations • ROI and financial impact • Enhance security and compliance
	Real-time data info actionable insights	Pattern recognition and anomaly detection	Self-healing and automated remediation

Movate Contelli – **solution framework**

Key features

• Incident and threat prediction

Contelli hypercharges operations by predicting incidents and threats in a 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 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, predict events based on dependencies, and help engineers make well-informed decisions about service optimization and planning.

• Continuous improvement

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

Case studies

Case study #**1:** For a US-based enterprise networking OEM company, we use Contelli to manage their network operations, including creating an Early Warning system - now part of Movate's Edison platform to predict support issues and automated predictive maintenance and self-heal. Using Contelli's intelligent automation engine, we have achieved a 13% increase in CSAT scores, boosted engineer productivity by 30%, and achieved an accuracy of over 80% in case prediction and estimation.

Case study #**2:** We use Contelli to manage 4 million networking devices across 85,000 stores for one major networking company. We can predict network-related issues and manage complex ecosystems effortlessly, resulting in a 40% reduction in TCO, 30% productivity improvements, 97% availability of network connectivity, and a 98% resolution rate.

Case study #**3:** 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. We enable ideal failure prediction analysis using real-time intelligence, image data analysis, acoustics data analysis, and operational intelligence.

The company observed a reduction in operating cost by 30%, improved technician productivity by 18%, and an increase in Mean-time-to-repair (MTTR) by 35%.

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 a 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% of vulnerabilities in the security landscape much before they occur.

- **Quick incident resolution**

  Our solution helps reduce Mean Time to Resolution (MTTR) through autonomic resolution and self-heal by 3X and provides 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.

Why Movate?

▶ **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

About Movate

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

For more details, please mail us at info@movate.com

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