



More than what you think.

Case Study

A Construction Leader Achieves more than 50% improvement in Incident Response and Resolution Times with AIOps-led Transformation

About the Client

The client is a prominent North American supplier of building materials, hardware and a construction industry leader managing an extensive network of 42 distribution centres across the US and Canada. With a robust IT infrastructure supporting 5,500 employees and over 300 servers, their operations are critical to orchestrating seamless logistics and supply chain activities within the construction and retail sectors.

Engagement Snapshot

Headquarters: USA

Industry: Wholesale Building Materials

Project: AMURAA® iMonitor++ AIOps Implementation



Business Challenges

Downtime, once an occasional disruption, had evolved into a significant obstacle affecting critical services essential for operational fluidity, especially in logistics and supply chain management for the client. The proliferation of multi-vendor systems had inadvertently led to operational silos, hindering a cohesive view of the IT landscape. The client needed a solution that went beyond traditional monitoring, offering a clear map of business services and their intricate interdependencies for proactive issue resolution and enhanced operational insight.



Solution

In response to these challenges, YASH Technologies delivered a tailored solution by implementing its proprietary AMURAA® iMonitor++ for a holistic AIOps implementation. The key components of the implementation included:

- **Centralized Monitoring Hub:**

Implemented AMURAA® iMonitor++ as the centralized enterprise monitoring hub, providing comprehensive visibility across the entire spectrum of IT systems be it infrastructure, apps, data, virtual machines or business services.

- **Business Services Mapping:**

The solution enabled a comprehensive business services view, providing clear visibility about dependency between different business functions, along with underlying infrastructure and Applications, through AMURAA® iMonitor++.

- **Integration with FreshDesk ITSM Tool:**

Customized integration of AMURAA® iMonitor++ solution with FreshDesk ITSM tool to enable automated ticket creation and resolution, streamlining incident management processes.

- **Proactive Major Incident Management:**

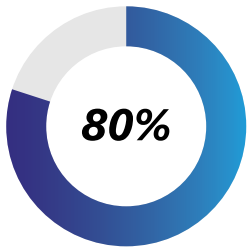
Implemented & integrated AMURAA® iNotify with AMURAA® iMonitor++ for proactive major incident management along with ticket enrichment, enabling faster Mean Time To Detect (MTTD) & Mean Time To Resolve (MTTR).

- **Deep Insight:**

Developed integrated dashboards incorporating machine learning-based forecasting models for insightful decision-making.

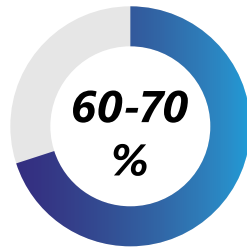
Business Benefits

The implementation of AMURAA® iMonitor++ resulted in substantial benefits for our client:



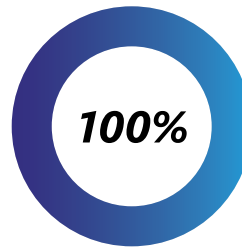
Effort reduction

due to reduced incident noise leading to operational efficiencies.



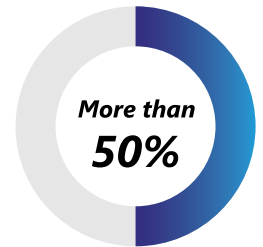
Reduction in cost

of downtime by reducing both the number of major incidents and the time / cost of remediation.



Effort elimination

in creating, assigning, routing and rerouting tickets automatically.



Improvement

in incident response and resolution times, ensuring swift mitigation of issues.

Demonstrated a **substantial reduction** in service disruptions, **enhancing the efficiency** of logistics and supply chain operations.

Ability to provide **better customer experiences** by preventing real problems.

Seamless inter-vendor IT integration eradicated operational silos, allowing a **unified vision across the organization**.

For more information contact YASH today at info@yash.com or visit www.yash.com

About YASH Technologies

YASH Technologies focuses on customer success. As a leading technology services and outsourcing partner for large and fast growing global customers, the company leverages technology and flexible business models to drive innovation and value throughout its customer's enterprise. YASH customer-centric engagement and delivery framework integrates specialized domain and consulting capabilities with proprietary methodologies and solution offerings to provision application, infrastructure and end-user focused Right-Sourcing services. YASH is a SEI CMMI (Level 5) and an ISO 9001:2015 certified company with U.S. and India headquarters and regional sales and development offices globally with customers spread across 6 continents.

Global Presence

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