

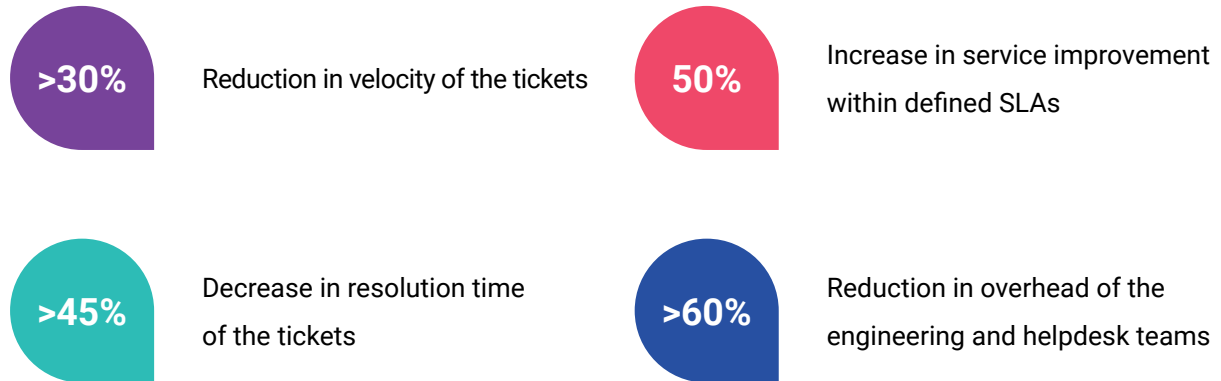


Manage your Applications at 70% less cost with Cognitive AMS



Key Takeaways:

The rewards of adding cognitive to your AMS can help you achieve



Many industries are burdened with obsolete legacy systems, talent shortage, and rapidly changing global and regional regulations. To deal with these challenges, enterprises are adopting cutting-edge technologies like cognitive and automation to reduce the technical debt. In a bid to drive innovation at an enterprises level, as well as focus on the cost reduction agenda at the same time, enterprises are actively adopting Artificial Intelligence & Automation strategies. Given the rapidly evolving technology landscape, enterprises need to look at the ways and means to streamline their processes and optimize their talent pool for high productive work.





Application Management Services – The White Elephant in the room

When it comes to IT application service, most companies have historically viewed low-cost sourcing to run current applications or support projects. This strategy is repeated & again enterprises fail to see this, and it simply achieves cost reduction by using lower cost destinations and people through a sourcing vendor. Though an understandable first step, this approach to sourcing often impacts a firm's ability to react quickly and be flexible to business changes. The ongoing shift from IT as business cost to IT as business value means that companies should apply the lesson of value-based sourcing by treating sourcing as more than a cost reduction mechanism. Value-based sourcing can help drive innovation and support business growth. In today's chaotic market, most mid-size firms are looking to sourcing as a platform for both cost reduction and innovation. This requires companies to view IT sourcing as more than just operating the systems, but rather based on the required IT and business services.



Break the barriers of a Traditional AMS

A traditional AMS throws light on solutions which are isolated and typically focused on technology, break-fix and maintenance. As continuous improvements are a challenge in a traditional AMS, working with legacy systems becomes a tiring process and tedious to provide support for such systems.

Why AI in Application Management services?

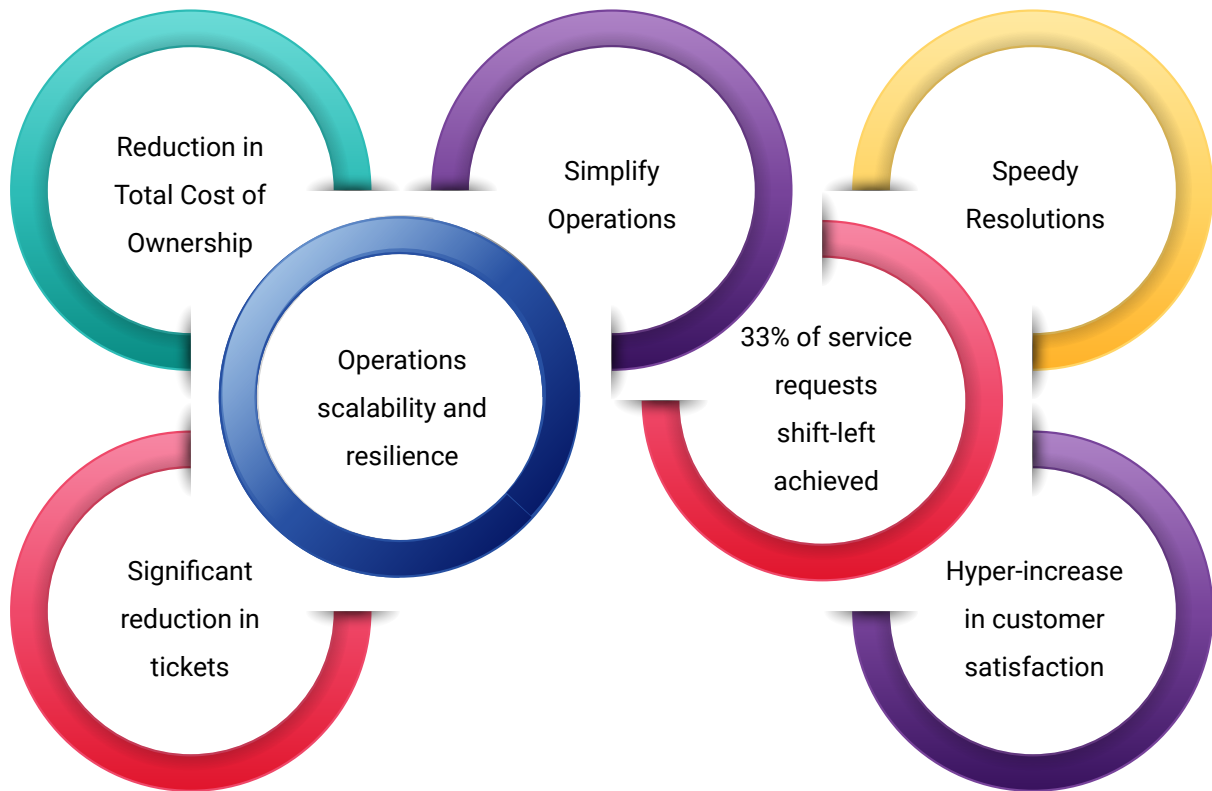
Conventional managed services can support IT departments when the complexities, customization needs, change requests, and upgrading requirements are relatively low. However, in today's world, the scenario is quite the opposite. The complexities are quite high due to changing customer demands, technologies, and multi-channel customer interactions and transactions.

AI-led managed service is the need of the hour as enterprises can focus more on providing personalized omnichannel experience to customers than spending extra time in managing their current systems. Equipped with intuitive machine learning capabilities, AI-based managed services power application performance management, ticket management, automation of user safety features, Database administration, and bespoke application services.





What can AI do for customers?



Adding cognitive capabilities to your digital environment streamlines operations and reduce application costs up to 70%, both from the standpoint of labor and total cost of ownership. Reduce manual effort by automating recurring maintenance activities thus increase test automation. By focusing on high volume and high velocity of tickets raised, AI can help in cutting the ticket volume by more than half and the net new tickets that are raised are also reduced. Within a few months, enterprises can start focusing more on modernization than maintaining existing systems. Delivering next-gen capabilities, AI-led real-time analytics leverages big data and analytical tools to provide valuable insights that drive relevant decisions and actions.

By streamlining and automating the existing process with AI, enterprises can more efficiently overcome these challenges, increase the quality of their service, and deliver customer satisfaction.



Ticket Management & Ticket intelligence:

AI has a huge role in reducing tickets and attending service request much faster. Some key use cases are as follows

- **Ticket Segmentation /Prioritization:** By Applying AI to profile past tickets, segment them into similar groups, we can predict the probability of a new ticket being assigned to a given segment. This will enable true segmentation of new tickets and assign the right Prioritization which will lead to better SLAs and TAT due to better ticket assignment
- **Predict Ticket Resolution time:** Implementing predictive analytics (regression) to predict ticket resolution time brings transparency to ticket creator. This lends itself to better ticket assignment strategies and helps in reassigning/rewriting SLAs and priorities of tickets
- **Predict Ticket Reassignment Count:** Predictive analytics (regression) to predict possible re-assignment rate/count. helps to improve process of re-assignment & to set the right priority of tickets. This can be set at a ticket segment/group or business service level
- **Cognitive Automation:** This can help in automating more than 50% of the ticket management process, which can cut down the cost significantly and streamline ticket management process. This can help in faster resolutions, simplify operations and better workflow.

AI can bring a disruptive way in delivering solutions for the entire application lifecycle. AI is very effective in targeting the high frequency tickets and reducing the number of FTEs and assigning resources to mission critical work. AI can play a major role in providing end-to-end support that include application support, performance management, report development and system/database administration. Ticket resolution time will come down by greater than 30% and gives a multiplier effect to your business. Other scenarios where cognitive solutions can work are in resolving issues related to performance of external services, monitoring of transaction metrics and performance issues related to API and middleware at all three levels of support (L1, L2 and L3).

Conclusion:

Today's enterprises are increasingly looking to focus on core modernization, experience transformation and shifting of business models. In this scenario, maintaining and managing existing ecosystems should not distract them from their key focus of being agile and nurturing growth.



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