

SyntBots® Streamlines Transaction Monitoring Systems Integration

BUSINESS GOALS

Our client was looking for a solution to tackle system downtimes and delays in critical transactions.

They partnered with Atos Syntel to integrate a transaction monitoring system with SyntBots to trigger automated remediation procedures.



BUSINESS BENEFITS

70% reduction in downtime for auto-remediated systems

50% savings on support effort for repeatable processes

Better performance of end-to-end business process transaction times

CHALLENGES

- Critical business system downtime affected transaction completion and led to delay in financial processing
- Excessive time and effort spent on diagnosis, leading to delayed turnaround time – typically 40 minutes for each failure
- Increased risk in meeting SLAs for critical transactions
- Increase in operational support costs

SOLUTION

Atos Syntel incorporated a transaction monitoring system for its client using SyntBots for IT Operations platform by:

- Integrated transaction monitoring systems to receive events for service failures and triggered remediation procedures using a workflow-based solution
- Automated the business system recovery procedure across applications and infrastructure components
- Designed workflows to mimic the actions of support engineers
- Built in the required governance actions to ensure compliance with the client's established enterprise ITIL procedures
- Created reusable building blocks of services and workflows providing scalable solutions and faster SOP modeling
- Introduced a functionality for high-risk situations, where users had to go through an approval process through human intervention, thereby providing fine grained control over automation

About Us

Atos Syntel is a leading global provider of integrated information technology and knowledge process services. Atos 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. Our digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Our "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.

To learn more, visit us at: www.atos-syntel.net