

SyntBots™ Delivers 60% More System Availability for Speciality Retailer

BUSINESS GOALS

- Enhanced service levels through POS and system availability
- Reduce costs

A leading speciality retailer was looking to improve service levels for its business users and customers through a digital transformation. The initiative was hampered by the high cost of support operations and legacy systems. Atos Syntel partnered with the client to integrate SyntBots — Atos Syntel's next-generation automation platform — with the client's existing applications and infrastructure to improve availability and drive significant savings in support costs.



BUSINESS BENEFITS

60% BETTER AVAILABILITY

35% REDUCTION IN SUPPORT COSTS

61% SLA IMPROVEMENT FOR RECOVERY

CHALLENGES

- Critical business system downtime, especially in customer-facing systems such as Point of Sale (POS) and eCommerce
- A disparate portfolio of legacy IT systems, which require skilled staff to monitor and troubleshoot across different technologies
- No time spent on improving system performance and availability
- Increase in operational support costs

SOLUTION

- **Automated process orchestration** to streamline operating processes and leverage common operations approach across technologies
- **Application and infrastructure support libraries** to jumpstart service automation within four weeks
- **Common automation framework** across two data centers and 80+ application systems
- Separation of automation engineering and operations setup within the SyntBots platform to **leverage existing operational expertise**
- **Integration of transaction monitoring systems** to receive events for service failures and automatically trigger remediation procedures
- **Automated business system recovery procedure** across application and infrastructure components
- **Designed workflows** to mimic support engineers' actions
- **Built-in governance actions** to ensure ITIL compliance

Streamline Process Automation and Enhance IT Performance with SyntBots

Atos Syntel's integrated automation platform — SyntBots — was developed on open source architecture, leveraging next-generation robotic automation and autonomic computing technologies to transform IT and process operations across the enterprise technology stack.

The zero-risk deployment model can be used across any kind of infrastructure, irrespective of an organization's IT maturity, governance practices, and technology challenges. It integrates with a multitude of third-party software products, making it easy to use and transformational in nature.