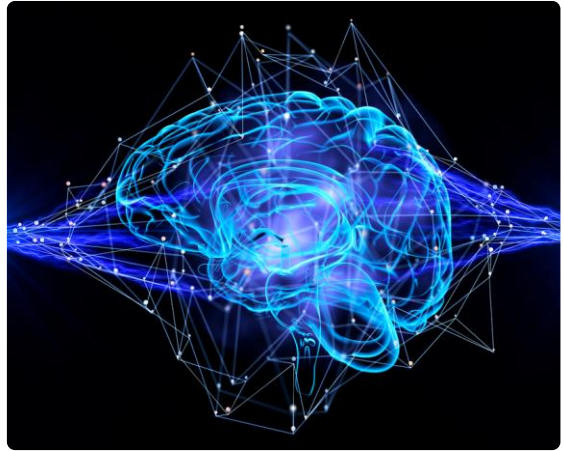EVIDEN

AI Enabled IT Ops Automation

Transform from a reactive to a proactive organization with AI-enabled IT Ops automation

Identify and resolve IT operations
issues before end users are affected

an atos business

Today's organizations are under pressure to provide always-on IT at reduced costs. Multiple stakeholders and repetitive, labor-intensive tasks increase the complexity of their processes. Automation augmented with artificial intelligence (AI) in IT operations has emerged as the number one game changer – enabling enterprises to keep pace with the demands of the Digital Age.

The goal of **Eviden's AI-first/bot-first approach** is to enable organizations to use AI and automation in making decisions, creating competitive advantage and transforming their operations with human machine collaboration. This approach has three key objectives:

- Enable continuous insights with AI-powered operational analytics
- Re-imagine and reinvent customer experience management across the value chain
- Make smarter decisions and resolve IT issues at scale, with Guidance at fingertips

Eviden Solution

Digital Experience Management	Engage end users digitally using advanced, state-of-the-art virtual assistants powered by Gen AI and smart self-service portals
	Fulfill user queries and service requests through automated workflows with full integration with ITSM tools and business software
Zero Touch Operations	Trigger automated resolution workflows, perform automated root cause analysis with end-to-end intelligent orchestration
	Provide automated software provisioning and patching services
Predictive Analytics	Predict and prevent outages with pattern mining, anomaly detection and automatic remediation workflow triggering
	AI-enabled real-time known error database (KEDB) assistance for faster issue resolution
Advanced Observability	Detect and isolate events leading to potential outages and reduce unwanted noise
	Proactive 24/7 monitoring, event management & automated reporting

Business Benefits

70%	Improvement in service levels Reduced operational risk
35%	Reduction in total cost of ownership Higher customer satisfaction through reduction in issue resolution time
40%	Reduction in mean time to resolve Increasing agility in operations

Eviden Portfolio of Offerings

Automation Consulting and Roadmap	**Automation as part of a Managed Service Contract**	**Automation as-a-Service (AaaS)**
Create an end-to-end automation roadmap with a process automation feasibility assessment and ROI analysis	Automation is delivered as part of the overall managed services for a particular application portfolio	Automation is delivered through an as-a-service model Eviden owns the end-to-end automation services, from consultancy to implementation & bot support

Why Eviden

Eviden has proven expertise delivering IT Ops modernization and strong partnerships with the leading commercial automation products. We can deliver services with a wide range of products like UiPath (Diamond partner), Automation Anywhere (Gold partner), or Blue Prism (Silver partner) — depending on your preferred choice of tool.

In addition, we have a leading portfolio of IP-based tools and accelerators that deliver value to your IT Ops automation implementation. They include:

|	
Eviden SyntBots automation platform	An end-to-end hyper automation platform with support for everything from process discovery to development & support
Eviden ticket analysis	Machine learning-based tool for automated classification of incident records and identification of automation use cases
Eviden SyntBots Process Recorder	Process mapping and discovery tool for process documentation and automation assessments
Eviden Virtual Assistant	Strong capabilities in conversational AI, integration with voice assistants and with automation platforms for remediation
Eviden AI Ops platform	AI-based predictive analytics and cognitive services for IT operations and bot management
Eviden Bot Command Center	A bot management platform that monitors RPA operations round the clock, uses AI to predict and diagnose failures, and takes remediation action to resolve bot failures.

Eviden in Action
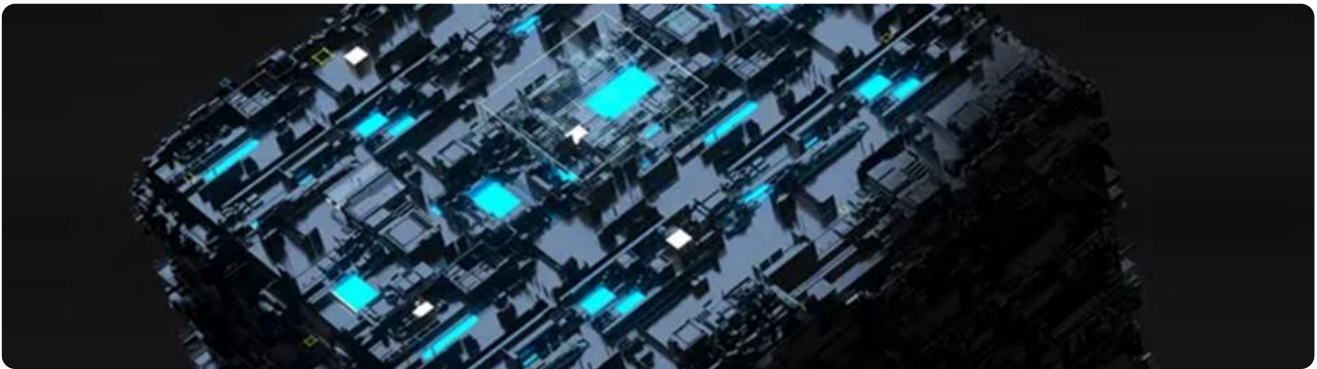
Service transformation for a leading manufacturing conglomerate

- Service harmonization with a focus on moving technical KPIs to business KPIs
- Zero-touch operations live with aggressive targets for implementing self-healing IT Ops use Cases
- 17,000+ tickets automated using SyntBots Automation Platform, leading to an 88% effort reduction and 20% reduction in ticket volume

Chat Ops for a leading telecommunications provider

- Service desk operations powered by SyntBots Virtual Assistant
- Eviden Virtual Assistant hosted on ServiceNow and Microsoft Teams
- Integration with NexThink to drive service fulfillment
- Hosts 1,500 knowledge articles and handles 60,000 user queries per month

Automating AMS services for a leading European bottling company

- Application maintenance and support for SAP and non-SAP applications, which included automating many manual activities like application health checks, data fixes & report generation
- Integration with ITSM tool for automatic updates, automatic ticket creation & alert notifications for job failures
- Auto remediation of more than 10,000 production support tickets annually in using UiPath
- 20+% improved resolution time, with over 99% SLA adherence and a 15% overall reduction in ticket volume

Bot support for a global logistics service provider

- Manage 100+ bots in production, using Eviden Bot Command Center to provide monitoring and auto-remediation services 24x7, and dashboards showing operational and business KPIs
- AI based model for automated issue identification and remediation
- 30% reduction in Average Handling Time, 60% reduction in Mean Time to Investigate and 40% increase in Mean Time Before Failure achieved

Voice of Customer

"Good impression with the progress. Appreciate the efforts and results achieved. High business orientation and focus on value addition is the key. Keep up the good work!!"

CTO, Leading Manufacturing Conglomerate

"We have automated a number of historically manual processes and activities with SyntBots. The speed of response and speed of delivery of certain requests have improved dramatically, as well as the automation in the back-end infrastructure."

Leading Insurance Broker

EVIDEN

About Eviden [1]

Eviden is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 53 countries. Bringing together 57,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

1 Eviden business is operated through the following brands: Alia Consulting, AppCentrica, ATHEA, Atos Syntel, Bull, Cloudamize, Cloudreach, Cryptovision, DataSentics, digital.security, Eagle Creek, EcoAct, Edifixio, Energy4U, Engage ESM, Forensik, IDEAL GRP, IDnomic, In Fidem, Ipsotek, Maven Wave, Miner & Kasch, Motiv, Nimbix, Processia, Profit4SF, science+computing, SEC Consult, Visual BI, Worldgrid, X-Perion, zData

About Atos

Atos is a global leader in digital transformation with 112,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.
The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.
Learn more at: atos.net

Connect with us

eviden.com