

# Large Retail Company in the US gains major time savings with **Automated Incident Resolution**



## **Situation**

With rapid expansion, the client needed to handle multiple tools and processes to manage incidents. This led to complications in their NOC/SOC and service desk teams increasing cost of operations, affecting customer experience and revenue.

## **Impact**

Disparate data sources with multiple monitoring and log analysis tools led to partial and insufficient incident data requiring handoffs between multiple teams. There was a lack of centralization of data and a historical knowledge base with manual, legacy systems in use.

## **Resolution**

CloudFabrix deployed its Incident Room App and Asset Dependency Mapping app seamlessly integrating with the client's existing disparate data sources.

# The Client

The client is a large retail company based in the US. They recently expanded their market through the acquisition of regional brands with their physical stores and introduced their own e-commerce offerings.



## The Need

A large retail company based in the US expanded its market through the acquisition of regional brands with their physical stores and introducing their own e-commerce offerings. Their rapid growth necessitated the use of multiple tools and processes to manage incidents. This confounded their NOC/SOC and service desk teams, increasing the cost of operations and training.

### Challenges

- Multiple monitoring & log analysis tools
- Partial and insufficient incident data
- Handoffs required between multiple teams
- High incident volume

With increasing downtime frequency and duration from their e-commerce and POS systems, the management was also concerned about the impact on customer experience and revenue. The client had invested heavily in RPA, but workflow management was not optimal, leading to lowered ROI.

The client required an agile framework to support evolving needs. The goal was to reduce service downtime by improving NOC/SOC and service desk efficiencies. This would also ensure a unified solution/experience for all teams improving overall customer experience.

## Business Benefits

With the consolidation of data access, contextual and enriched monitoring data was easily accessible using application and dependency details. The CloudFabrix solution leverages AI/ML algorithms, thereby reducing the time taken to detect and resolve an incident.

- Reduced Downtime
- Improved NOC/SOC Efficiency
- Improved Customer Experience
- End-to-end visibility
- Data Consolidation

## The Solution

CloudFabrix deployed its Incident Room App and Asset Dependency Mapping app. These were integrated with their existing disparate data sources – ITSM, CMDB, Monitoring tools, Log analytics tools, SIEM tools and RPA tools. This integration allowed the complete transition of their NOC/SOC and service desk operations to the CloudFabrix solution.

### The resolution steps are illustrated below:

- Aggregate similar alerts into a problem and pinpoint root cause incident
- Insights, recommendations and remediation workflows in one place.
- Provide rich contextual telemetry and log data for swift diagnosis
- Detect and guide teams with insights on anomalies detected
- AI/ML recommendations present similar incidents to serve as a knowledge base
- Self-learning system provides recommendations on next steps and SME allocation.

Key Success Metrics	Before CFX	After CFX
• MTTD	60 Min	<15 Min
• MTTR	8 Hours	< 1 Hr.
• Automated diagnosis	NA	65%
• Automated resolution of incidents	NA	25%
• FTE efficiency improvements	NA	50%

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