# CRYSTAL GAZING TO READ FROM THE CLOUD!

## Fulfilment milestone prediction and risk analysis leading to major savings.

The client is a leading cloud infrastructure provider with 85% of Fortune 500 companies tapping into its cloud infrastructure.
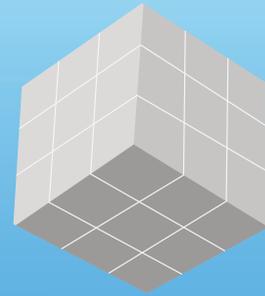
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# CHALLENGES

The client lacked an analytical model to provide accurate prediction of cycle times as well as a statistical framework to identify project risk. The challenge was made more complex by factors such as:

- More than 100 data centres across 140 countries, with servers being added everyday

- Need for timely capacity addition and 24 x 7 x 365 uptime

- Several complex and interdependent phases preceded the data centre capacity expansion/augmentation

# SOLUTIONS

IBPM built a predictive algorithm using R programming and used PowerBI for visualisation that:

- Identified attributes that play an important role in determining the number of days that a project spends in each phase

- Recognised that each phase would have a unique prediction model

- Incorporated the relative importance of attributes and disparity in average phase cycle times

- Utilised an ensemble of machine-learning algorithm with bootstrapping aggregation for predicting cycle times for superior results over traditional regression

- Adopted a hybrid approach that combined past due status and actual cycle time distribution and predicted that cycle time distribution was utilised to create a framework for classifying a phase into different risk buckets

# BENEFITS

The value IBPM delivered was to increase:

- Production accuracy

- Savings in phase delay and 'power on' costs

**50%**
Increase in prediction accuracy

**$4.4 million**
Estimated annual savings

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