

# RESOLUTION GETS VIRTUAL

## FOR A LARGE TELCO MANUFACTURER



### CHALLENGES

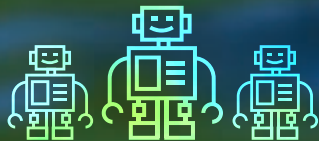
Need to enhance process performance in IT operational support services for systems that process over 5 million orders a year

### SOLUTION

Infosys Automation Platform

### WHAT WE AUTOMATED

Incident management



Created a workforce of intelligent robots who learn and resolve incidents



AI capabilities with self-learning and self-healing

### BENEFITS



**\$1.3**  
million savings



**48%**  
reduction in mean time to repair (MTTR)



**30%**  
of tickets resolved by virtual engineers