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

BENEFITS
$1.3 million savings
48% reduction in mean time to repair (MTTR)
30% of tickets resolved by virtual engineers

Created a workforce of intelligent robots who learn and resolve incidents
AI capabilities with self-learning and self-healing