

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