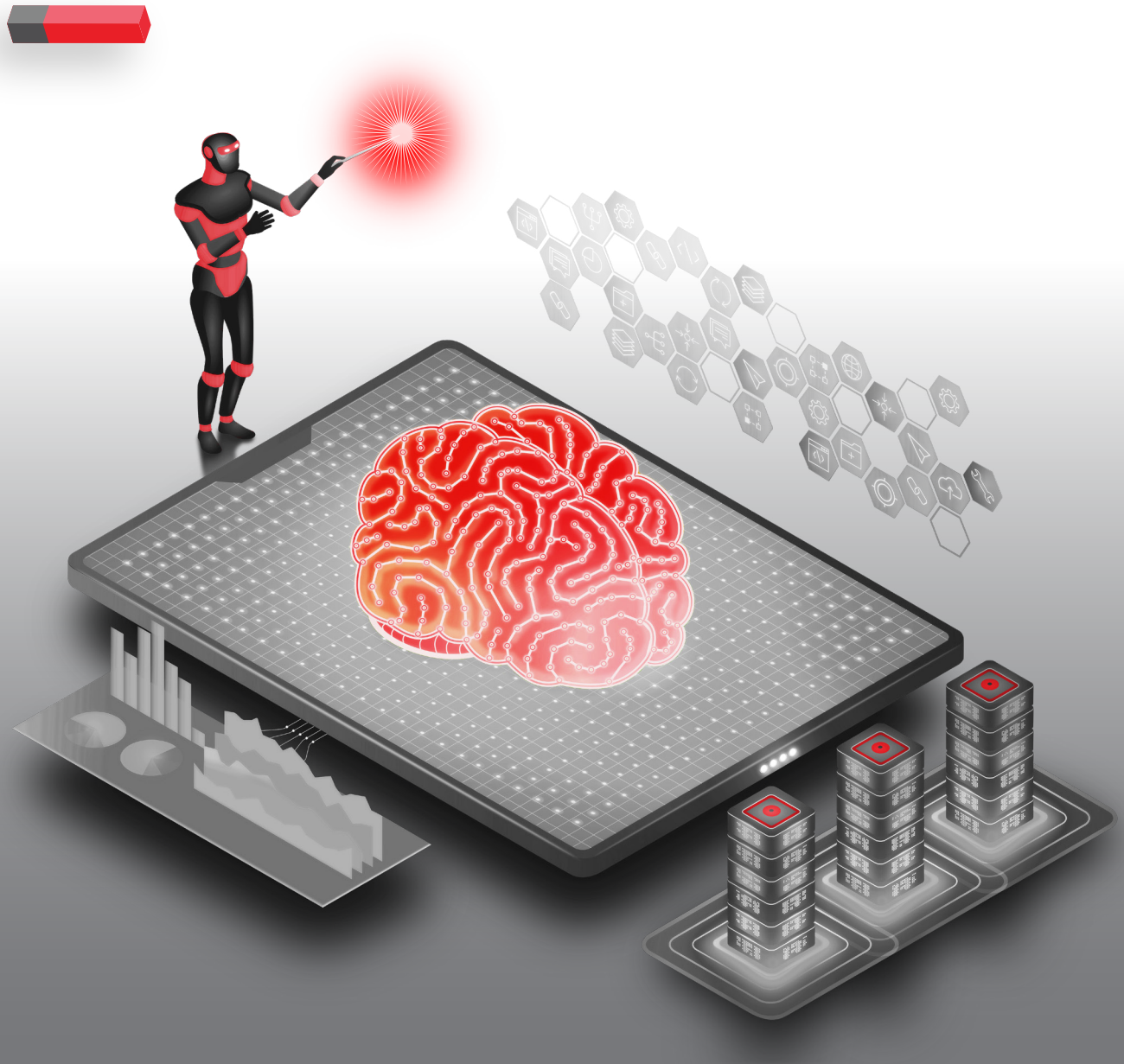
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WHITEPAPER

From Algorithms to Creativity - GenAI's Impact on IT Operations



Gen AI

In today's rapidly evolving landscape of IT Infrastructure & operations, businesses have recognized the critical role of AI in IT operations and Gen AI is reshaping traditional IT service management and operations. The onset of Gen AI has further enhanced possibilities of newer ways of driving continuous improvement and paving the way for self-driving operations with its predictive insights, proactive resolution, and efficient automation. By 2026, over 90% of IT operations management vendors will integrate Gen AI, creating more knowledge-based articles than humans by 2027*. GenAI will not replace human experience but rather will complement human expertise. Ultimately, this holds immense potential to significantly improve AIOps by automating tasks, identifying root causes, and enhancing team performance, and system security.



Challenges



Inconsistent alerts and interruptions are faced by IT teams across various sources.

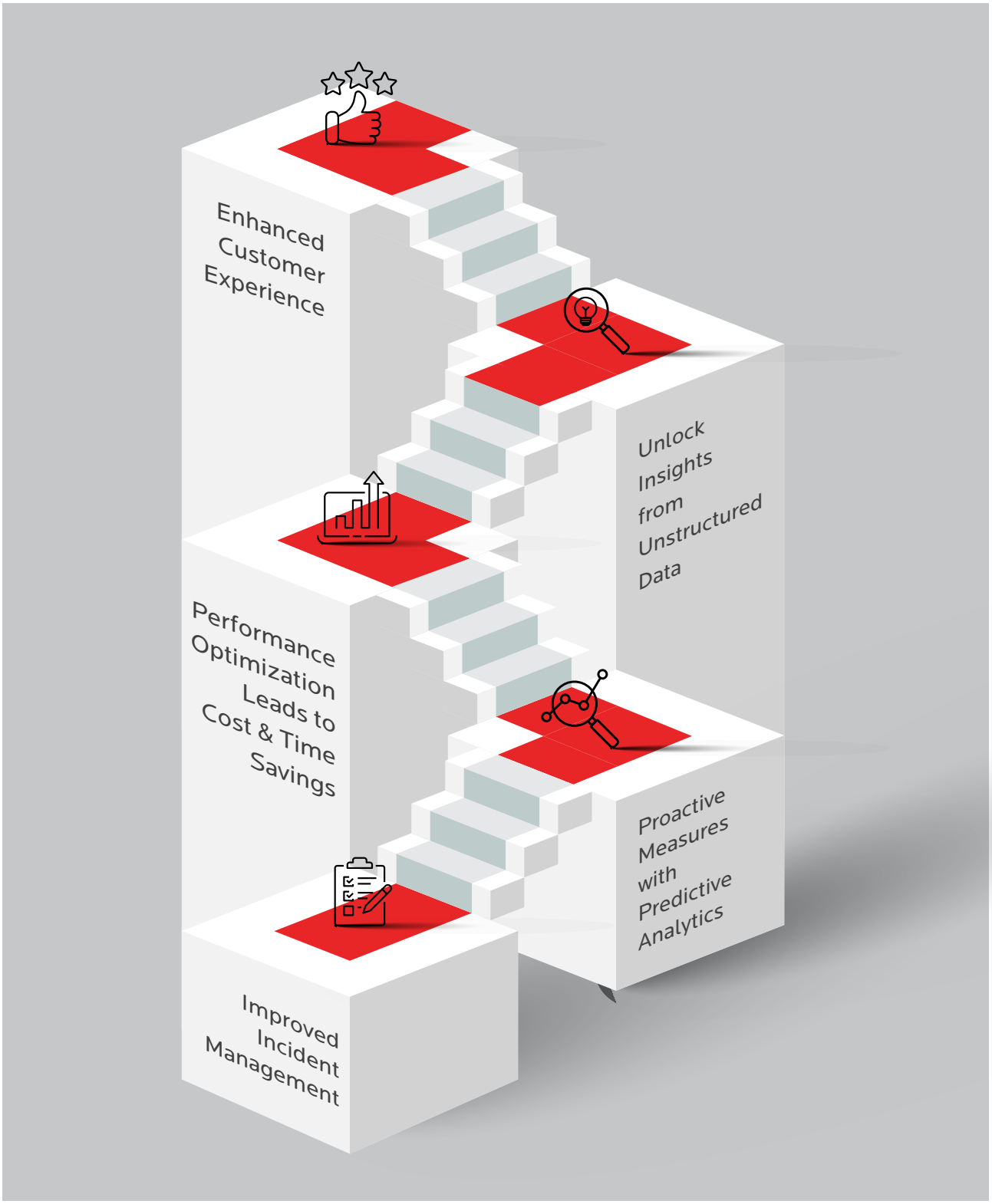
Workflow interruptions occur when switching between disparate tools.

Configuring rules for correlation and getting optimized outcomes.

Teams and CIOs face talent risks and the cost of maintaining highly skilled FTEs to meet SLAs.

Limited use of unstructured data.

Benefits


Enhanced Customer Experience
Unlock Insights from Unstructured Data
Performance Optimization Leads to Cost & Time Savings
Proactive Measures with Predictive Analytics
Improved Incident Management

AIOPS Journey

Customer Journey Through AIOps Platform

Business Service Health and Agile Operations

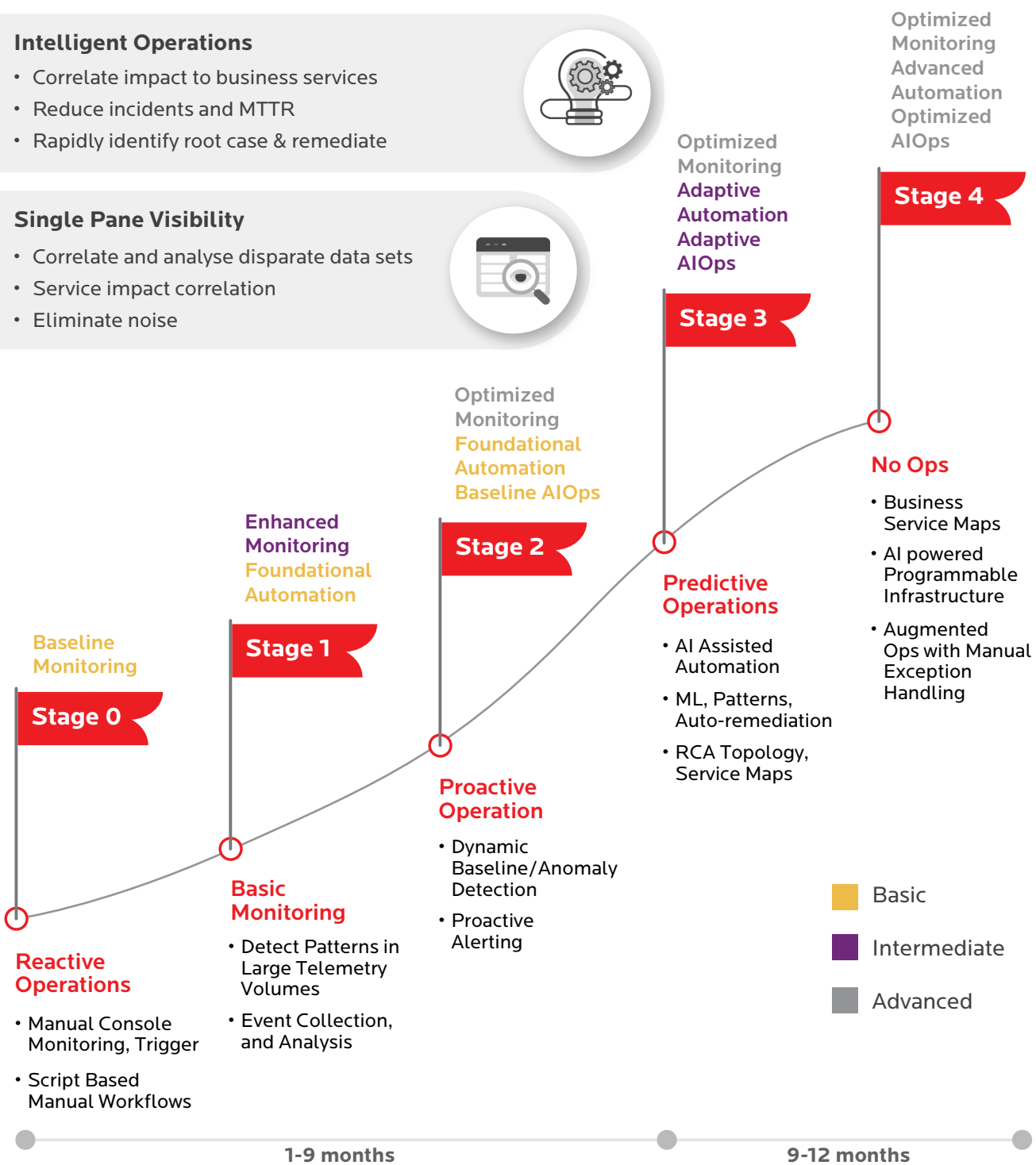
- Correlate impact to business services
- As a service model aligned to business
- Improved user experience

Intelligent Operations

- Correlate impact to business services
- Reduce incidents and MTTR
- Rapidly identify root case & remediate

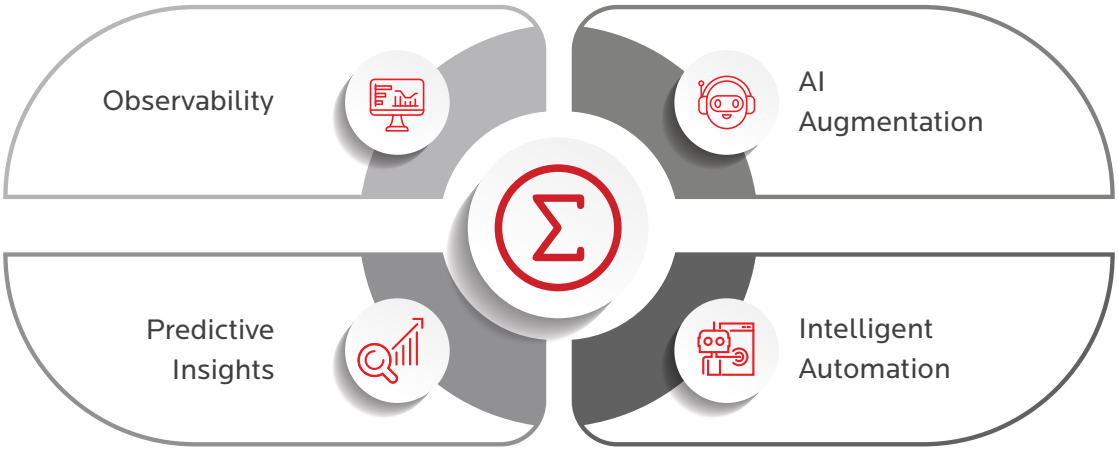
Single Pane Visibility

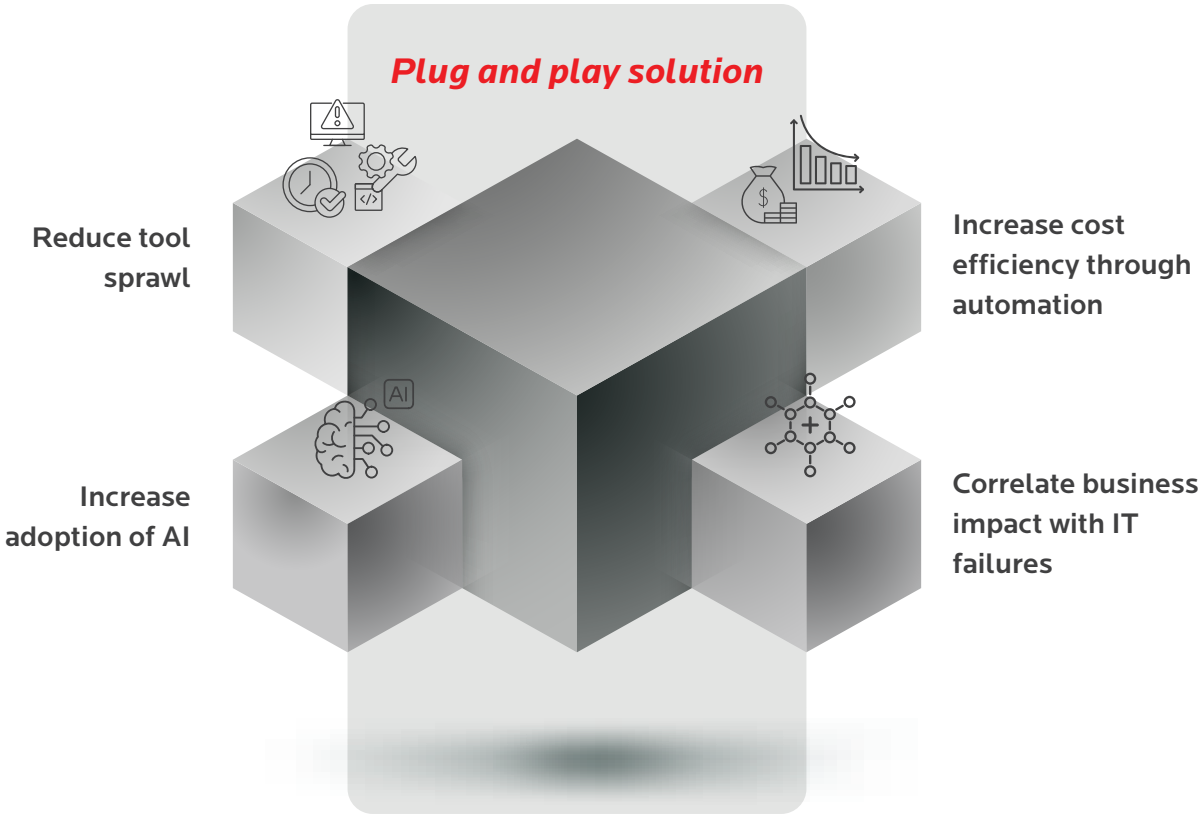
- Correlate and analyse disparate data sets
- Service impact correlation
- Eliminate noise



**Gartner - Predicts 2024: Generative AI Will Transform IT Infrastructure and Operations*

Birlasoft's Sigma AI Led Integrated Platform by Birlasoft





Sigma – GenAI Use Cases

Use Case #1 : Manufacturing

Challenge	*Solution*	*Ideal for*
Companies that operate multiple smart factories with interconnected machinery, sensors, and production lines face interruption due to equipment failures or anomalies	AIOps for infrastructure and App operations	• Mid and large enterprises • Complex IT environments • Heavy investment in tools
Correlate structured & unstructured data to provide a root cause analysis and predict outages	Generate insights in real-time for ongoing outages	Perform self heal and provide pre- and post-performance update

Use Case #2 : BFSI

Challenge	*Solution*	*Ideal for*
Banking companies need to handle large volumes of customer queries efficiently & promptly while also capturing incident details	Gen AI-powered service desk help	• Mid and large enterprises • Complex IT environments
Recommend resolution to functional and non-functional issues	Provide insights from chat summarization as well as incident work notes	Conversion of notes to SOP's and knowledge articles

Use Case **#3** : **Manufacturing**

Challenge	*Solution*	*Ideal for*
Stakeholders of major manufacturing companies need tailored insights, metrics comparison, and performance insights with predictive maintenance	AI-powered reporting and dashboards	• Mid and large enterprises • Complex IT environments
Offering customizable dashboard view for stakeholders	Add performance metrics and compare them during a specific time window across regions.	High latency services monitoring to identify & address service delays promptly

Bold.Agile.Ambitious

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CK Birla Group, Birlasoft with its 12,500+ professionals, is committed to continuing the Group's 161 year heritage of building sustainable communities.

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RESOURCES

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