



Intelligent Automation Delivers Over 30% of Time Savings for a Travel Technology Leader

About Customer

24x7 support operations across multiple geographies streamline business processes for a leading travel & hospitality company. Innovative support services drive service delivery excellence that empowers customer hotels to deliver enhanced guest experience. The resulting increase in customer loyalty has been instrumental in accelerating growth.

Business Challenges

- Siloed teams resulted in missing interdependency and structure
- Infrastructure leakage and lack of governance hampered decision-making
- SLAs & OLAs were undefined
- Multiple frequent, manual, and repetitive tasks led to inefficiencies

Our Solutions

Integrated Teams:

- Defined structured processes across teams such as IT, DevOps, Incident Management, and TechOps
- Implemented a service catalogue for request fulfilment
- Provided round-the-clock incident management support

End-to-End Ownership & Governance:

- Enabled acknowledgement of production alerts as per OLA & SLAs across teams
- Delivered Level 3 infrastructure support for a production environment of 3000+ servers
- Monitored the health of infrastructure reboot & restart through comprehensive NOC coverage
- Built reports & dashboards for effortless knowledge sharing and documentation
- Customized the logs into performance dashboards with BI configuration support
- Enabled troubleshooting of application & website issues of partner companies

Automated Multiple Processes:

- Health checks on Linux servers
- The Rolling restart
- Audits for permissions & naming conventions
- The file loading script

Results

Efficiency gain

40% reduction
in NOC alerts

25% time savings on
infrastructure health checks

90% time savings on
the file loading script &
user permission audits

Quality Boost

Improved positive assurance
through minimized errors

Higher accuracy levels in the
tasks performed by all teams

Increased productivity & customer satisfaction

Cost savings due to
increased productivity

Enhanced user experience
owing to higher uptime