

HEXAWARE

Bringing in Extended Observability on IT Infrastructure in the Energy Industry with Tensai® for Efficiency

Automation-led business agility

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a global leader in delivering offshore projects and services for the evolving energy industry. Their engineering expertise, alliances, and specialist technologies enable them to provide best-of-breed solutions for their stakeholders.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client wanted to bring in extended observability on their IT infrastructure as they felt constrained on three fronts:

Monitoring

The dashboards were not providing enough visibility for continuous integration, resulting in

- Lack of effective real-time monitoring
- Alerts, ticket logging issues
- Manual effort spent on monitoring

Backup Management

The usage of multiple backup technologies and manual effort in monitoring resulted in

- Lack of a unified view of account backup posture
- Lack of visibility on backups of the customer location
- Absence of proactive trend analysis

Automation

- Limited or zero automation to resolve known/recurring issues



Solution

Client

Challenge

| **Solution**

Benefits

Summary

- Integrated the technology/tools (Elastic Kibana, ServiceNow, and CommVault) with Tensai® for Efficiency.
- Fetched the data through APIs into the Tensai® application and provided dashboards to track issues across the infrastructure.
- Enabled machine learning to understand and analyze the data points to discover new automation use cases.
- Designed and created interactive dashboards for data unification and visualization.



Benefits

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Challenge

Solution

Benefits

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10%

Reduction in call volumes
by providing self-service

24%

Alert reduction in the 1st year
owing to event correlation & automation

21%

Reduction in incidents

- Effective automated monitoring, enhanced ticket logging and notifications, and reduced manual intervention in managing operations.
- Efficient governance and cost optimization through best-in-class services.
- Increased visibility on operational issues/tickets.
- Unified view of operations/infrastructure, quicker response, and resolution of incidents/issues, thus enhancing system availability.
- Increased FCR (First Call Resolution), CSAT, and elevated UX due to the enablement of self-service.



Summary

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The client realized the potential of AI and automation by leveraging Tensai® for Efficiency, which helped drive agility by enabling real-time actionable insights from dashboards. The automation solution offered extended observability and monitoring, empowering effective governance and process efficiencies.



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With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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