

Core AIOps

Operational Excellence



Super Major Oil and Gas Company

AI-Powered Monitoring-as-a-Service (MaaS) Transformation for Enterprise Observability

Modernizing enterprise monitoring through AI-powered observability, delivering significant cost savings and operational resilience

Challenges

- Fragmented on-prem monitoring tools created siloed visibility and operational inefficiencies.
- Limited observability, integrations, and inconsistent CMDB data impacted monitoring accuracy.
- High infrastructure overhead and decentralized support increased costs and complexity.
- Absence of AIOps capabilities led to reactive incident management and limited automation.
- Rising licensing, hosting, and support costs hindered operational maturity.

Our Solution

- Consolidated disparate monitoring tools into a unified SaaS-based MaaS platform.
- Established a single-pane observability ecosystem across enterprise infrastructure and applications.
- Deployed Edwin AI for alert correlation, anomaly detection, predictive analytics, and automated response.
- Implemented intelligent log analytics for large-scale event correlation and noise reduction.
- Integrated with enterprise IT operations ecosystems and enabled persona-based dashboards.
- Automated topology discovery and dependency mapping for real-time operational visibility.

Tech Stack

LogicMonitor SaaS Platform | Edwin AI (Agentic AIOps) |
Monitoring-as-a-Service (MaaS) | ITSOM Integration | Automated
Discovery & Topology Mapping | Intelligent Log Analytics |
Observability APIs



Outcome Delivered

31% reduction in annual monitoring operating expenses through consolidation and optimization of the enterprise monitoring ecosystem.

46% reduction in migration and transformation costs, accelerating modernization while minimizing operational disruption.

Eliminated on-premises hosting costs by transitioning to a scalable SaaS-native observability platform

Simplified vendor and contract management
by replacing multiple monitoring agreements with a unified service model.

Enabled AI-powered operations
through proactive incident management, intelligent alert correlation, anomaly detection, and predictive analytics.

Enhanced operational visibility
with persona-driven dashboards supporting faster, data-driven decision-making across leadership and operations teams.

Improved business agility
through an as-a-service consumption model that scales monitoring capabilities based on evolving enterprise requirements.

American Multinational Corporation

ResolvAI: Accelerating Incident Resolution with GenAI

Cuts MTTR by 40%, boosts CSAT by 2X, & delivers 95% accurate AI-driven recommendations for faster recovery

Challenges

- Fragmented knowledge ecosystem and repetitive troubleshooting. Manual, slow, and resource-intensive incident triaging and resolution. Lack of systemic learning loops and real-time feedback. Integration complexity across diverse technology stacks. Frequent SLA breaches and high operational overhead.

Our Solution

- Implemented ResolvAI for contextual ingestion, AI-powered analysis, and workflow automation.
- Enabled seamless integration with Microsoft 365, Power Automate, JIRA, and ServiceNow.
- Automated ticketing, approval workflows, and real-time collaboration via Teams.
- Developed a growing RAG-based knowledge base for systemic learning and faster resolution.
- Introduced multi-agent collaboration and advanced prompt engineering for future-ready operations.



Tech Stack

AI/GenAI: GPT-4o | **Automation:** Microsoft Power Automate | **Collab:** MS Teams, SharePoint | **Monitoring & Reporting:** Power BI | **ITSM :** JIRA, SNOW

Outcome Delivered

40%
Reduction in
Mean Time to
Resolution (MTTR)

30–40% Cost
savings by reducing
manual effort and
support overhead

2X
Boost in user
satisfaction
CSAT:
5.8/6

150+
AI-generated
recommendations in
production with **95%+**
precision

High adoption and engagement
on Teams Copilot interface

Global Chemical Producer

Transforming Order-to-Cash with Copilot-Powered Knowledge Assistant

Cut resolution and dev time by 40% and improves SLAs and BLAs



Challenges

- No consolidated repository/process map to reference prior O2C enhancements and variants. Significant time was wasted uncovering existing configurations during requirement reviews and support.
- Root-cause analysis for L3 incidents is slow, affecting resolution SLAs and user experience.
- Risk of duplicate effort and rework during project estimations.

Our Solution

- Curated and structured 25 years of O2C enhancements into a unified, searchable repository indexed knowledge base.
- Built a Copilot-enabled chatbot to deliver process variants, configuration details, and reuse recommendations.
- Embedded L3 support accelerators: incident triage prompts, troubleshooting flows, and quick root-cause identification.
- Implemented governance to avoid duplicate configurations and streamline project estimations.
- Retrieval-augmented generation (RAG) for precise variant/configuration lookups.

Tech Stack

Microsoft Copilot + Azure OpenAI (GPT-4) | RAG Architecture | Azure Cognitive Search (Vector DB) | SAP O2C Knowledge Assets | Azure Integration Services | Enterprise Security & Governance

Outcome Delivered

Faster decisions: Chatbot delivers instant access to **25+** years of O2C process variants & configurations, cutting resolution & development time by **~40%**

Reduced rework: Identifies reusable configurations, avoiding unnecessary analysis and duplication

Support acceleration: Assists L3 teams with frequent issues, troubleshooting guidance, and quick root-cause paths

Operational outcomes: 100% document processing & Saved **1,400+** person-days annually

Super Major Oil and Gas Company

Veeam Knowledge Hub: AI-Powered Answers at Scale

Cuts search time by 15–20%, ensures zero data exposure and accelerates IT operations

Challenges

- Engineers spent excessive time searching for answers across disparate sources.
- Manual knowledge retrieval increases operational delays.
- Lack of access-controlled search and contextual filtering made historical O2C knowledge access prone to leakage of sensitive customer, pricing, and configuration data.
- Scaling knowledge access for multiple teams was challenging.

Our Solution

- Built a Copilot-powered enterprise Q&A platform using Azure OpenAI and RAG architecture to deliver verified responses.
- Centralized and curated operational knowledge by ingesting approved runbooks, KBs, SOPs, and incident resolutions from Veeam's internal repositories.
- Implemented strict role-based access control and data segregation to ensure only authorized users can retrieve sensitive information.
- Integrated seamlessly with Veeam's operational systems and workflows, enabling contextual, natural-language Q&A within existing support and operations tools.
- Supported auditability and compliance by linking every AI response back to source documents.



Tech Stack

CoPilot AI engine for natural language processing

Outcome Delivered

~15–20%
Time saving by
reducing manual
knowledge search

Zero risk
for sensitive data
exposure

Supports multi-team and enterprise-wide
deployment with centralized, access-controlled
knowledge delivery

Super Major Oil and Gas Company

Veeam License Analyzer: AI for Instant Insights

Saving 24+ man-hours annually and provides real time insights for faster decision making

Challenges

- License insights are tied to infrastructure, making tracking and forecasting complex.
- Manual consolidation of license data leads to delays and inefficiencies.
- Decision-making for operations and procurement is slowed by fragmented data.

Our Solution

- Built a centralized license intelligence platform that decouples license analytics from underlying infrastructure through a standalone service layer.
- Automated ingestion and normalization of license data from multiple pipelines, tools, & environments into a unified, governed data model.
- Established a secure single source of truth for license data with access controls and validation to ensure accuracy and compliance.
- Applied AI-driven analytics and rules engines to interpret license usage, entitlements, & consumption patterns independent of infrastructure changes.
- Exposed insights via dashboards and APIs to support operational monitoring & procurement decisions without manual consolidation.



Tech Stack

AI engine for data extraction and analysis | Integration with automation pipelines and operational databases

Outcome Delivered

24+

Man-hours saved
annually (excluding
automation gains)

Same-day
insights
for rapid
decision-making

Faster, data-driven decisions for operations and
procurement

Super Major Oil and Gas Company

Veeam Infra Inventory: AI-Powered Instant Insights

Reduced lookup effort and query time by 80%

Challenges

- Manual queries for infrastructure data are slow and inefficient
- High effort required for manual lookups across disparate systems.
- Limited compliance visibility and traceability.
- Operational overhead due to time-consuming processes.

Our Solution

- Built an AI-powered infrastructure inventory assistant that abstracts infrastructure data access behind a conversational interface.
- Integrated the assistant with Excel-based inventories &
- ServiceNow CMDB to unify infrastructure data from multiple systems.
- Implemented a structured data access layer to retrieve OS, IP, DNS, license, vendor, & warranty information from authoritative sources.
- Enabled role-based access and end-to-end audit logging to ensure full traceability and compliance for all queries & responses.
- Deployed the solution within existing IT operations workflows, eliminating the need for manual lookups across disparate tools.



Tech Stack

AI chatbot engine with natural language processing |
Integration with Excel and SNOW CMDB | Secure
data management and audit logging

Outcome Delivered

Reduces query
time from
~5 minutes
to under
1 minute

Cuts manual lookup
effort by 80%

Enhances compliance
visibility with fully
traceable audit logs

Lowers operational
over head
by an estimated
25%

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Accelerating SDLC efficiency

Gen AI-powered automation and rapid delivery excellence



Challenges

- The client needed a robust and scalable automation & reporting framework.
- Operations were spread across multiple legacy systems and manual processes.
- Fragmented and manual access to infrastructure data, spread across Excel files, CMDB, and multiple operational systems.
- High effort and delays in responding to routine infra queries, due to dependence on manual lookups and subject-matter experts.

Our Solution

- Embedded GitHub Copilot into the modernization SDLC to standardize GenAI-assisted delivery across agile pods.
- Created reusable Copilot accelerators (prompt library + coding instructions/standards) to drive consistent code generation and refactoring.
- Operationalized legacy code understanding & documentation to speed up business-logic extraction and produce engineering-ready artifacts.
- Integrated security and code quality into the flow by aligning refactored code to modern frameworks and SAST scan requirements.
- Standardized DevOps setup using reusable CI/CD templates and Ansible role generation for repeatable deployments.

Tech Stack

GHCP | Azure | SQL | NET | C#

Outcome Delivered

80%

Reduction in codebase stabilization time

40%

Reduction in effort for boilerplate and CRUD logic

25%

Improvement in performance

High stakeholder satisfaction via real-time feedback loops

Canadian Multinational Company

Accelerating Transition with Co-Pilot

Streamlining processes, enhancing governance and delivering operational excellence

Challenges

- Manual tracking of transition activities and reporting required significant effort.
- Meetings and action plan tracking were time-consuming, with a risk of missing key items.
- Manual ticket analysis was inefficient, high-effort, & prone to delays.

Our Solution

- Implemented TransEdge (AI-powered LTM tool / accelerator) to automate & streamline AMS deal transition tracking & reporting.
- Deployed Co-Pilot to automate meeting documentation, action item tracking, and ticket analysis.
- Enabled real-time dashboards for risk flagging, governance, and proactive problem management.
- Delivered significant reductions in manual effort, improved accuracy, and enhanced operational visibility.



Tech Stack

TransEdge: LTIMindtree's AI-powered transition platform | **Co-Pilot:** AI-driven automation for meeting notes, action items and ticket analysis | **Dashboards:** Real-time insights and summaries for governance and problem management

Outcome Delivered

TransEdge platform cut **50%** of effort in knowledge transfer by requiring only SME-driven customization focus KT

AI dashboards flagged risks early, minimizing tracking effort and reducing manual reporting

Co-Pilot auto-generated approximately **50%** of governance notes, streamlining documentation & review

5 months of ticket analysis completed in 1 hour, saving 250 hours of manual effort and improving accuracy

Early detection of recurring issues and trends, better resource allocation, and enhanced visibility

American Multinational Corporation

NotifAI: Real-Time Pipeline Alerts for Market-Ready Trading

AI-powered monitoring cuts latency to seconds, preventing downtime-related revenue loss and enabling instant decision-making



Challenges

- Pipeline notices often appear on operator portals before email alerts, leading to missed market opportunities.
- Traditional processes lack real-time monitoring, proactive alerts, and instant dissemination.
- High-volume data pipeline monitoring complex & resource-intensive.
- No instant feedback mechanism makes action validation and response difficult.

Our Solution

- Implemented NotifAI to automate real-time monitoring of pipeline portals deliver precise, actionable notifications trading teams.
- Enabled AI-powered, near-instant alerts delivered directly to traders through Microsoft Teams using automated web intelligence.
- Deployed persistent, autonomous monitoring to reduce risk exposure and safeguard trading capital.

Tech Stack

Custom-built AI solution on Microsoft Power Platform | Near real-time web scraping of operator portals | AI-driven alerting & continuous monitoring | Teams integration for instant, actionable notifications

Outcome Delivered

Real-time advantage:
Near-instant alerts enable same-minute trader response, preventing losses caused by multi-minute delays

AI-powered alerting:
100% automated alerts delivered via Microsoft Teams, eliminating manual monitoring and notification delays

Operational agility:
Captures trading opportunities before price swings occur, preventing costly delays

Risk mitigation: Avoids losses like the recent **\$250,000** missed opportunity caused by a three-minute delay

Enhanced decision-making: Reduces decision latency from minutes to seconds, enabling market-speed execution during price-sensitive events

Super Major Oil and Gas Company

Modernizing Audit Data Analytics with SSIS-to-Synapse Migration

Achieve 60% faster encryption and saving 450+ hours monthly on QA

Challenges

- Outdated Infrastructure: Current data setup relies on legacy technology with limited scalability.
- Database Constraints: Hosted on-prem, restricting modernization and efficient scaling.
- Aging ETL Layer: Built on SSIS 2016, lacking advanced orchestration, monitoring, and cloud integration.
- Operational Impact: Limitations hinder automation, flexibility, and adoption of modern data engineering practices. Difficult to support evolving business and analytics requirements.

Our Solution

- Migrated database from on-premises IaaS SQL Server to PaaS SQL environment, enabling scalability & reducing infrastructure overhead.
- Automated month-end activities using Azure Synapse pipelines, improving efficiency and reliability.
- Leveraged GitHub Copilot to accelerate code migration, enhance documentation, fix syntax issues, and implement Python-based data testing for robust validation and streamlined development.



Tech Stack

Azure Synapse | Azure SQL (PaaS) | GitHub Copilot | Python Testing | Ansible CI/CD | SSIS (legacy) | SQL Server (on-prem)

Outcome Delivered

60%
Reduction in development
time for encryption and
decryption code

8–9 Hours/month
saved through
automation of
month-end activities

450–500
Hours/month eliminated
in manual testing for a
4TB database

6-month
Reduction in overall
manual testing
efforts

On-prem server
eliminated, reducing
infrastructure
overhead

Enabled CI/CD
deployments using Ansible,
simplifying support and
improving agility

Super Major Oil and Gas Company

GHCP-Powered Automation for Identity Remediation & Test Validation

Saves USD 40K+ costs and accelerated delivery by 30%

Challenges

CAI Remediation:

- CAI (account identity) deprecation impacted 10+ custom apps and ~22K DB records, requiring large-scale updates and migration.
- Manual DB updates error-prone, risking data integrity across applications.
- Writing and validating scripts for thousands of records was tedious and time-consuming, slowing remediation efforts.

UAR Test Data & Validation:

- 120 applications required UAR test files for 1H and 2H 2025, creating significant preparation effort.
- Manual test data creation risked missed scenarios & inconsistent coverage.
- Row-by-row validation by control performers was inefficient, leading to long validation cycles and delays.

Our Solution

- Created a utility in .NET using Copilot to generate test data files and validate records. The validation tool provides details on the error and the error record.
- Implemented utility to bulk replace existing CAIs from SQL DB as part CAI replacement effort.
- Using GitHub Copilot, migrated app database attachments to another database without manual writing of scripts/ETL.



Tech Stack

NET Framework | GitHub Copilot | SQL Server | Stored Procedures | Azure Data Factory | Validation utility | Test Data Generator

Outcome Delivered

USD
40,000+
Cost savings

45%
Productivity gains
(faster time to market)

Data quality automated with
in-built AI accelerators

Super Major Oil and Gas Company

Accelerating Knowledge Access with Copilot-Powered NMS Agent

Cut ticket resolution time by 50% and improve SLA compliance with AI-driven SOP automation

Challenges

- Manual, time-consuming management and investigation of SharePoint site collections during archiving and onboarding.
- Limited visibility into site purpose, document relevance, & contextual relationships without deep familiarity.

Our Solution

- Implemented a Copilot-based SharePoint Agent to serve as a single, governed interface for accessing operational and application knowledge.
- Indexed and curated existing SharePoint knowledge bases and application repositories, making approved SOPs, functional guides, and technical documents AI-searchable.
- Configured role- and persona-based response logic to tailor answers for different user groups (e.g., MSP teams, operations, support).
- Enabled natural-language Q&A with source-grounded responses, ensuring answers are derived only from validated content.



Tech Stack

Azure OpenAI | SharePoint | Microsoft 365 Copilot |
Azure Bot Service | Azure Cognitive Search | Power
Automate Azure Functions

Outcome Delivered

~50%
Reduction in MTTR

40%
reduction in manual
site investigation

**Faster Onboarding &
Archiving:**
through streamlined
workflows

Enhanced User
Experience with simple
and intuitive interface

Role-Based Guidance:
with persona-centric
responses

**Improved Accuracy
& Compliance:**
through consistent
documentation

It's time to
Outcreate

