

Core AIOps

Operational Excellence



OVERVIEW

Core AI Ops leverages AI to enhance IT operations through intelligent monitoring, automated incident management, predictive insights, and service optimization. By combining AI, enterprise data, and operational workflows, organizations can reduce downtime, improve service reliability, accelerate issue resolution, and deliver a more efficient support experience across the enterprise.

USE CASE

Click on any of the below stories to explore the details.

AI-Powered Monitoring-as-a-Service

ResolvAI: Accelerating Incident Resolution

Transforming Order-to-Cash with Copilot Knowledge Assistant

Veeam Knowledge Hub: AI-Powered Answers at Scale

Veeam License Analyzer: AI for Instant Insights

Veeam Infra Inventory: AI-Powered Instant Insights

Accelerating SDLC efficiency

Accelerating Transition with Co-Pilot

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

Modernizing Audit Data Analytics with SSIS-to-Synapse Migration

GHCP-Powered Automation for Identity Remediation & Test Validation

Accelerating Knowledge Access with Copilot NMS Agent

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

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 AI-Powered Monitoring-as-a-Service 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 AI-Powered Monitoring-as-a-Service) | 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.

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%

Super Major Oil and Gas Company

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 | **AI 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

