

AI Operations (AIOps)

We help enterprises move from reactive to proactive and predictive IT operations by using AI to separate actionable data from noise.

OVERVIEW

Pactera EDGE AIOps Services enable enterprises to manage the ever-growing demands on IT Operations by utilizing AI to sift through data clutter and pinpoint actionable data. That way, an enterprise's IT Service Management and IT Operations Management functions can be more proactive and effective everywhere, ranging from cybersecurity protection to customer service support.

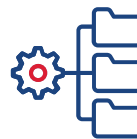
USE CASES

- ▶ **Automated Incident Management** by leveraging machine learning algorithms to trigger automatic system responses to remediate incidents.
- ▶ **Real time Anomaly Detection** by analyzing streaming time-series data and using AI to detect threats or failures in real time.
- ▶ **Intelligent Alerting** using machine learning to sift through large amounts of data and triggering alerts based on a preset threshold leading to reduced alert fatigue.
- ▶ **Automated Remediation** for common issues based on historical data analysis through the application of AI.

OUR SERVICES



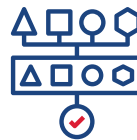
Predictive Maintenance of Infrastructure
(ON-PREMISE & CLOUD)



Automated Incident Routing & Management



Predictive Maintenance of Enterprise Applications
(ON-PREMISE & CLOUD)



Automated Root Cause Analysis & Incident Resolution

WHY PACTERA EDGE



More than two decades of experience in managing infrastructure & enterprise applications for **Fortune 500 clients.**

▶ **Always-on, Global Team:** We deliver services 24x7 through resources in the U.S., India, China, APAC, and Europe.

▶ **Proprietary AIOps Framework.**

▶ **Configurable machine learning models for anomaly detection.**

Intelligent Customer Experience

THE CHALLENGE

Our client's customer service team needed to manage an increasing volume of support requests with fewer resources and budget.

OUR SOLUTION

Our Intelligent Customer Experience solution uses AI to manage common, routine requests that do not require human intervention, thus easing the burden on people.

How it works: a user sends a question in email. The system parses and analyzes the support ticket (email); runs an intelligent search through the knowledge base; and replies via email. The support engineer does not need to spend time looking for an answer. Our solution provides the answers.



RESULTS



▶ **Reduced manual intervention by up to 40%.**



▶ **Accuracy rate of 80% in matching customer questions to a pre-trained client's knowledge set.**

Security Protection

THE CHALLENGE

Our client needed a better way to monitor abnormal web behavior on its site, which is crucial to flagging potential security threats.

OUR SOLUTION

We implemented a web service that identifies potential anomalies from various sources and logs them as dots in a scatter chart. Our solution scores streaming data and flags novelties, or deviations from the norm in user activity.

The solution clusters and color codes dots according to their deviation from normal user behavior. The greater the deviation, the brighter the color of the dot, and the higher up it appears on the chart.

The graphical representation makes it easier for an engineer to identify the most prominent dots (which represent potential security threats) and click on them for more detail, including location or internet protocol of the source, and why it has been deemed novel. The solution present options for further actions.

RESULTS



▶ **Our client is better prepared to identify potential security threats and act on them.**

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DATA, INTELLIGENCE, EXPERIENCES & GLOBALIZATION
FOR THE MODERN ENTERPRISE