Intelligent BOTs Powered Cloud Operations Automation

Overview

A US based American multinational publishing, education and media company embarked on a major Cloud adoption and Digital transformation in partnership with Relevance Lab. The multi-year cloud adoption focused on an "Automation-First" approach for Infrastructure, Applications and Service Delivery Management. Leveraging RLCatalyst Intelligent Automation solution built on AWS and tightly integrated with ServiceNow, the platform addressed automation in four stages starting with User-Assist Task automation, Workflow automation, Complex use cases with Decisioning automation and Learning based AI/ML intelligent automation.
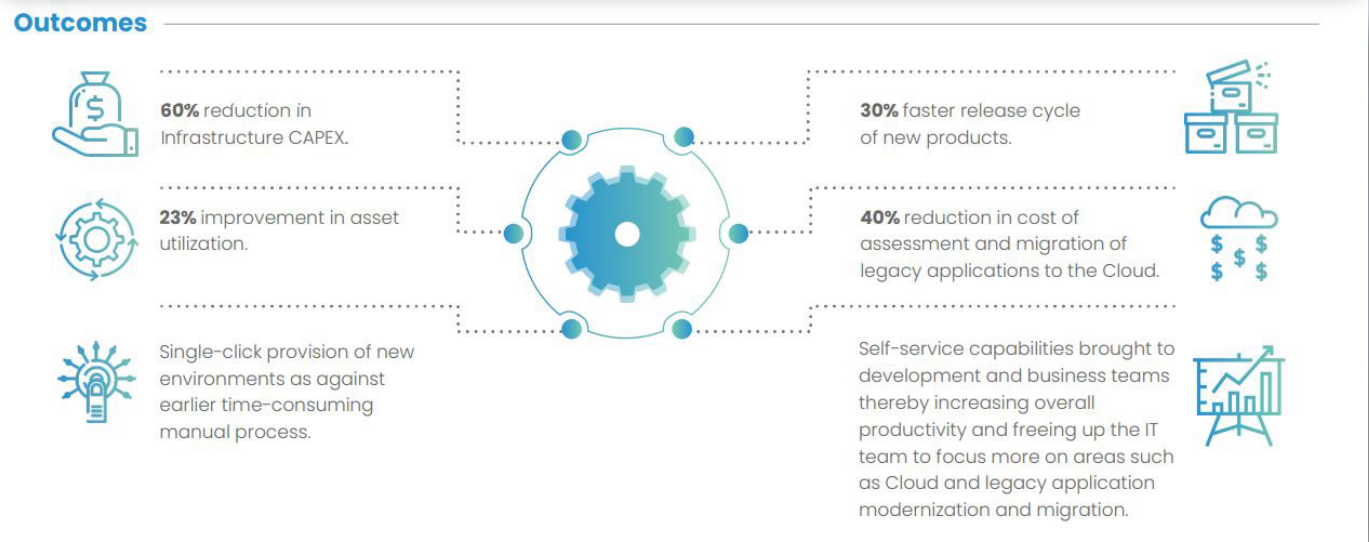
Challenges

- Manual tasks on User and Cloud Assets Onboarding & Offboarding prone to delay and errors.

- Lack of End User Computing lifecycle management like AD, Email, G-Suite.

- Lifecycle management of AWS Resources and Governance.

- Lack of self-service capabilities with ITSM integration.

Solution Approach

- Adopt a DevOps-driven and Automation-First approach for modernizing their operations.

- Transform IT Infrastructure to leverage Infrastructure as a Code with AWS.

- RLCatalyst BOTs Server on AWS cloud is deployed as the central automation orchestration engine for automation of the use cases.

- A daily report on the number of requests / tickets handled by BOTs is reported to client with trend analysis. BOTs scaled up to achieve 8 FTE productivity and helped in spike situations.

- More complex automation focussed on Governance, Security, SOX Compliance and Legacy AS/400 integrations achieved including RPA support.

RLCATALYST AUTOMATION SNAPSHOT

User Onboarding & Offboarding				Cloud Management				
AD/LDAP	Password Resets	OKTA Authentication	Security Group Management	AWS User Management	AWS EC2 S3 /RDS	Service Catalog	VPC Templates	VMWare/Azure /GCP

Patch Management			Monitoring & Remediation			DevOps			Notifications		
Windows	Linux	Devices	Ticket Creation	Remediation	Compliance	DB	App/Web Server	Ubuntu	SNS / SES	SMS	Slack/ PagerDuty

Software/Application Access					Asset Management			
Mailbox Management	AS400	GSuite	User Management	Email Distribution Group Management	Desktop / Servers	Vulnerability Scanning	CMDB Updates	Usage Tracking

Outcomes

- **60%** reduction in Infrastructure CAPEX.
- **23%** improvement in asset utilization.
- Single-click provision of new environments as against earlier time-consuming manual process.
- **30%** faster release cycle of new products.
- **40%** reduction in cost of assessment and migration of legacy applications to the Cloud.
- Self-service capabilities brought to development and business teams thereby increasing overall productivity and freeing up the IT team to focus more on areas such as Cloud and legacy application modernization and migration.

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Customer Benefits

The customer Scholastic was looking for a reliable partner for Cloud, Automation and DevOps leveraged transformation. Relevance Lab as a specialist company with deep competencies in Cloud, DevOps and pre-built RLCatalyst BOTs automation solution successfully delivered in driving frictionless business across Organization, IT and Application landscape.

RLCatalyst is an Intelligent Automation Solution provided to customers in both Self-Hosted and Managed Services model on AWS. The product is also available on AWS Marketplace for customers to download and implement in a touchless model. For enterprises embarking on a journey for Intelligent Automation RLCatalyst provides ability to leverage AWS and ServiceNow platforms better by acting as an "Automation Service Bus" integrating end to end workflows. It provides a foundation for an enterprise AIOps transformation.

To know more about these possibilities check
https://relevancelab.com/blog/

About Us

Relevance Lab is a specialist IT services company with re-usable technology assets in the area of DevOps, Cloud, Automation, Digital, Service Delivery and Supply Chain Analytics that help global organizations achieve frictionless business by transforming their traditional Infrastructure, Applications and Data. In the changing technology landscape and consumer preferences, Relevance Lab enables global organizations to adopt "asset lite" growth model by leveraging Cloud (IAAS, PAAS, SAAS) to shift Capex to Opex; Automation to improve efficiency and reduce costs; Build an end-to-end ecosystem connecting Digital Products to backend ERP platforms; Agile Analytics to provide real time business insights and improve customer experiense. Relevance Lab has invested in a unique IP based DevOps product "RL Catalyst".

Incorporated in 2011 and headquartered in Singapore, Relevance Lab has specialized IT professionals across its offices spread across India, US and Canada.

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