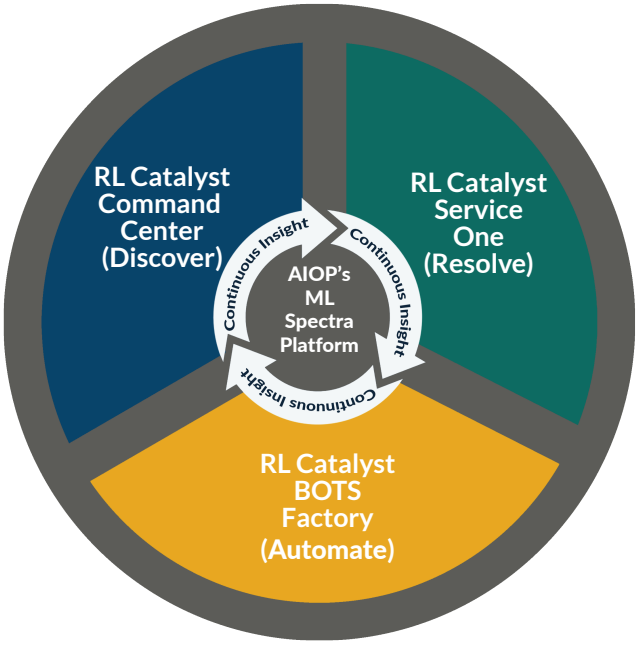
RLCatalyst AIOps Platform

relevance lab

RLCatalyst is an AIOps platform ensuring service availability and reduced cost of IT operations through Intelligent Automation, Integrated Monitoring, and Remediation. RLCatalyst is built using open architecture in line with the industry standards and can be customized.



DISCOVER

RLCatalyst Command Center is a deploy and use platform with built-in integration of multiple tools into itself providing single pane of glass.

RESOLVE

RLCatalyst ServiceOne in an Integrated Solution providing a Cloud based complete solution for an Enterprise "Service Delivery Management" needs for Frictionless Digital Transformation.

AUTOMATE

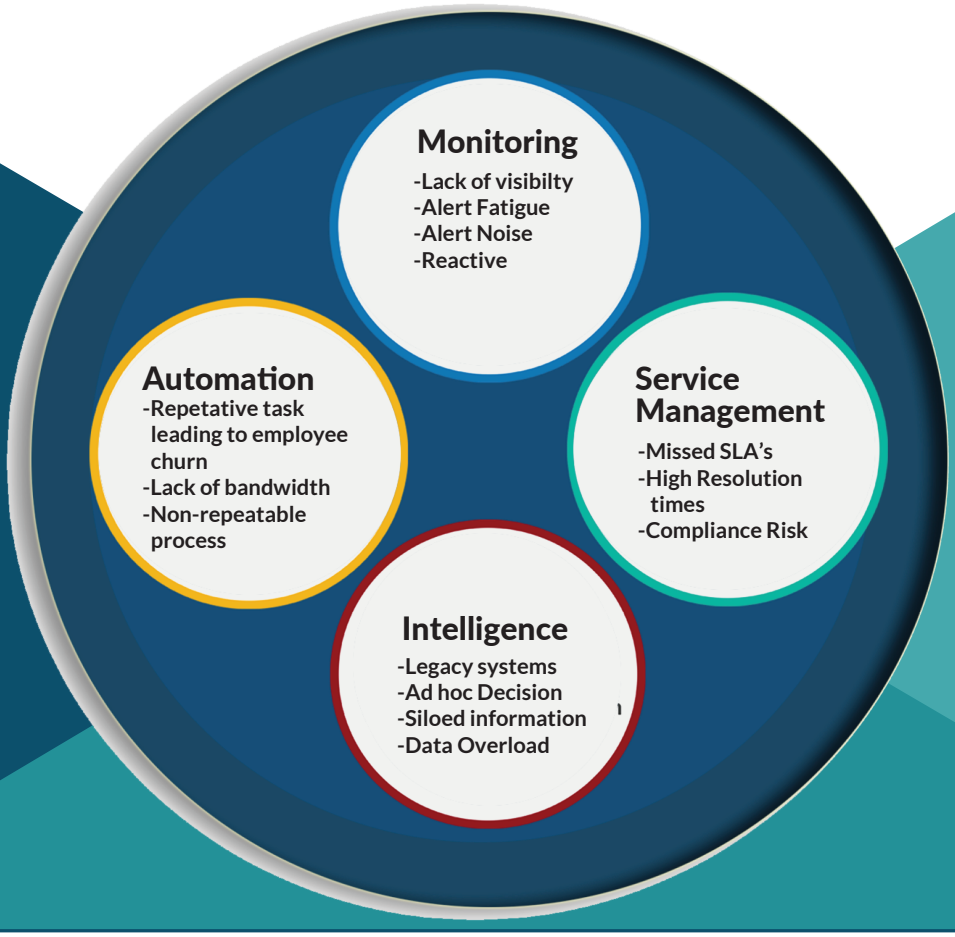
RLCatalyst BOTS Factory is our Intelligent Automation platform integrated with Data and Machine Learning.

Key IT Focus Areas

Multi-dimensional Approach to Value Creation

	Problem	RL Solution	Result
Labor Costs	Cost-of-Labor does not take advantage of global labor arbitrage. Many routine activities are suited for near or off-shore resources.	Create managed service partnership for both infrastructure & applications. Rationalize process variations into simpler, global processes.	Cost of Labor: -15% Leaner internal organization focused on customer experience & innovation. Lower cost-of-labor and increased documentation and process discipline.
Service Delivery	Management of customer incidents is labor-intensive and reactive. customer impact. Internal problems require IT resources to fix the problem.	RL ServiceOne Framework: Enterprise processes and systems for technology management. RL Catalyst Platform: Proactive monitoring and correction of problems.	Cost of Service Ticket: -15% Customer Uptime: +15% Decreased customer outage due to self-healing. Improved IT service through self-service portals for standard requests.
Automation	Resources are manually doing routine activities that can be accomplished through technology.	Use RL pre-built automation to do day-to-day infrastructure management. Use RL process automation to do repetitive tasks through automation of repetitive. activities (Finance, HR, Procurement)	Amount of Labor: -15% Decrease in Human Error: +15% Opportunity to upskill people with focus on customer impact.
Organization Structure	Siloed client organization result in hand-offs and duplication of effort.	Integrate IT and business with a service orientation. Standardize tools and methods across all businesses. Introduce processes that create intimate IT / Business engagement.	Change Velocity: +30% Improved visibility into business outcomes Accelerated delivery of new customer-facing features.
Technology	New technology requires the purchase of equipment and the introduction of additional fixed costs.	Use public clouds to scale technology and reduce investment. Automate the provisioning and set-up activities.	Hardware Costs: -20% Procurement Cycle: Instant & Continuous Hardware procurement and feature introduction requires no incremental fixed costs.

Relevance Lab has embraced an "Open Architecture" where the customer has the freedom to leverage their existing tools, use proven, best-of-breed open- source tools provided by Relevance Lab and keep the door open to new tools in the future. RL AIOps platform comes bundled with several adapters which make it usable out of the box in many environments. RL can also develop custom adapters for any systems that need to be integrated (eg. proprietary or liscenced tools).



Key Features and Functionalities

SERVICE MANAGEMENT	ITOM	IA	INTELLIGENCE
User onboarding/offboarding flows Asset Dashboards Service Maps KPI and Risk Compliance Dashboards Self-Service driven automation	Business Service Availability Business Service Health and Business intelligence Topology Workflow Monitoring Alert Aggregation Alert Enrichment Multi-channel Notifications ITSM integration Runbooks integration Faults database	BOT Engine Template based provisioning Self-aware elements Run BOTs Check BOTs ITSM integration Workflows Standard BOT library Credential Store	Conversational UI Automated Pattern Discovery Pattern Based Predictions Root Cause Analysis Anomaly Detection

*Our RLCatalyst AIOps platform is available both on cloud and on premise.

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