TACTiX
Tech Mahindra Actionable Intelligence Expert

Tech Mahindra

when technology mimics human brain and beyond

IT infrastructure models are constantly evolving. In today's world of digital transformation, we are required to have comprehensive visibility coupled with the technology to increase IT business efficiency across delivery. Business demands a dynamic solution that can lead to disruptive innovation and pro-active performance on the fly. AI for IT operations, AIOPS is the next big step towards Digital transformation in IT operations, using power of AI and Analytics to optimize IT Operations.

TACTiX is Tech Mahindra's platform for Cognitive IT operations. TACTiX provides an integrated AI Ops solution, using Machine Learning and NLP to simplify and automate routine IT Operation tasks as well as detect and prevent potential issues. TACTiX provides modular components with an extensible framework to allow integration with external tools.

Features

IT/ Business Operations automation powered by Advanced Analytics, NLP and Machine Learning techniques

Uses multiple knowledge sources and feedback mechanism to continuously evolve and improve ticket resolutions

Integrates with existing IT Operations, Automation systems to provide human-in-the-loop and autonomous operations solution

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Connected Experiences.

Challenges

IT Operations are becoming increasingly complex due to rapidly changing compute landscape, higher complexity of systems stack, huge influx of metrics and shorter decision timeframes. As humans, we are all subject to cognitive limitation. We have reached a point where even the smartest, most capable people can no longer cope with the volumes of events being generated by their IT environments. The ongoing challenges in the current IT set-up are:
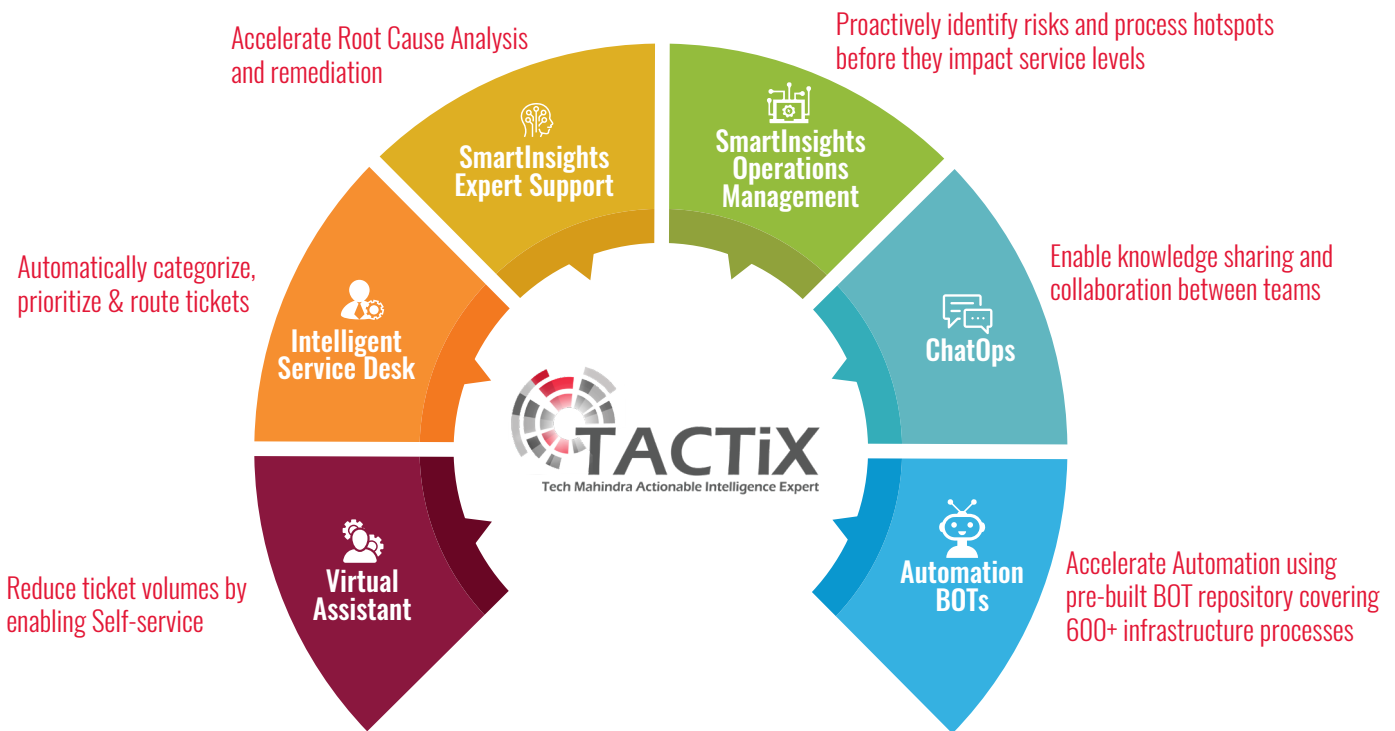
- Routine, repetitive and time-consuming tasks performed by support staff results in very less or no focus on customer experience and service improvement
- Lack of knowledge repository and collaboration
- Huge influx of metrics from multiple data sources
- Lack of chat-based interface to solve common or frequent IT requests
- Traditional method of analyzing complex and diverse data is tedious, leading to risks, which impacts service level
- Difficulty in reconciling, streamlining and automating IT stacks

Benefits

- Improved Operations Metrics and KPI's – MTTR MTTI, RFT and Cycle Time
- Effort reduction in basic analysis, classification activities, enabling support staff to focus on high value tasks
- Reduces dependency on SME's, improves knowledge retention and staff productivity
- Continuous automation aligned with Lean principles

Our Solution

TACTiX assists you in successful digital transformation by leveraging Data Analysis, Machine Learning and Natural Language Processing to provide correlated insights, which drives automation and collaboration.

Accelerate Root Cause Analysis and remediation

Proactively identify risks and process hotspots before they impact service levels

SmartInsights Expert Support

SmartInsights Operations Management

Automatically categorize, prioritize & route tickets

Enable knowledge sharing and collaboration between teams

Intelligent Service Desk

ChatOps

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Reduce ticket volumes by enabling Self-service

Virtual Assistant

Automation BOTs

Accelerate Automation using pre-built BOT repository covering 600+ infrastructure processes

How does it work?

- Makes use of NLP ,ML techniques to analyze unstructured and structured data from a variety of sources and provide actionable intelligence to operations and support teams.
- Provides mechanism to gradually enrich the support knowledgebase by consolidating information across multiple data sources and manual feedback loops, thereby improving ticket resolutions
- Service automation using Orchestrators and RPA. 250+ pre-built BOTS/workflows available for Infra/NW.
- AI Chabot interface for Self-service scenarios
- Integrates with existing IT Operations and Automation solutions as needed to provide end to end automation
- Predictive Insights for IT Ops powered by Smart Insights / Fixstream

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Operational Efficiency
- Reduce/Eliminate LO/L1 manual operations
- Reduce Manual errors
- Improve End user Experience

Improve Resolution Time
- Resolve LO/L1 issues at machine speed
- Multifold Improvement in AHT, MTTR.
- Cognitively Assist L2 with Actionable Intelligence to diagnose, troubleshoot and resolve issues faster
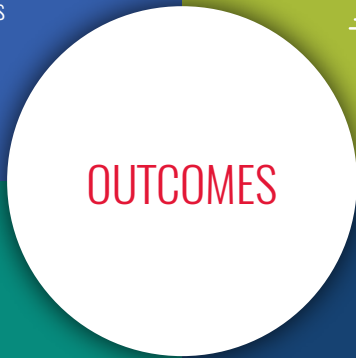
OUTCOMES

Digital Assistance
- Digitally Managed Knowledge, lesser manual dependency
- Knowledge retention & reuse using Machine Learning

Business Agility
- Faster Business Operations

Usecases

Simplify Service Desk experience & reduce ticket volumes

TACTiX Virtual Assistant provides self-service options to end users through a chat-based interface. Virtual Assistant deals with less complicated, more common IT requests and incidents such as FAQ's password reset and access requests.

Auto-classification using Intelligent Service Desk

Intelligent Service Desk connects to ITSM system using adaptors. TACTiX has adaptors for BMC Remedy, ServiceNow, HP Service Manager (now Microfocus) and OTRS.

Assisted remediation using SmartInsights & Automation BOTS

TACTiX platform comes pre-integrated with an open source based Chatbot solution with a few pre-defined Chatbot conversation flows and related interface integrations.

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