

# Manual to near zero-touch operations in cloud for Enterprise shared services for a Global payments & Fintech firm

Challenges	Solution	Value delivered
<ul style="list-style-type: none"><li>Extremely large footprint of servers and services to be supported in one large umbrella service to ensure uptime</li><li>All processes were manual and runbooks weren't automated including for Patching</li><li>Limited transparency in monitoring and dashboards for accurate triaging</li></ul>	<ul style="list-style-type: none"><li>Global Command Center data analysis driven RPA automation</li><li>Proactive Remediations – tablespace , network , restarts , Batches etc</li><li>Self service screens for management + integrations to existing ticketing/change management systems</li><li>Automate operations for Asset provisioning, integration , change management, appliances, DB change tasks automation</li><li>Workflows for pre , post patching, migrations and custom remediations</li><li>Single Pane of glass built with Saltstack &amp; Splunk interface across the globe</li><li>Re usable ecosystem for varied Shell/Python scripts</li><li>Over 6K changes , 11K incidents &amp; 3.5K Service requests per year</li></ul>	<ul style="list-style-type: none"><li>46% Manual Process Automated</li><li>20% Reduced effort per change</li></ul>