CYIENT

REAL-TIME ACTIONABLE INTELLIGENCE FOR INFORMED DECISION-MAKING

How we work with our clients to help overcome challenges for a better tomorrow

Overview

Growing customer expectations and fast-paced technological advancements have led to increased complexity of network environment. At the same time, the deployment of multiple OSS tools has resulted in a massive data explosion. Driving meaningful insights from this data requires multiple levels of processing and extensive team effort. This creates several operational roadblocks for network, business, and management teams alike.

The Cyient IT Operation Analytics (ITOA) Solution

Cyient's ITOA solution helps you transform and visualize the data into actionable insights for faster and better decision-making. The solution is underpinned by robust analytics tools which ingests data from practically any source (e.g. log/configuration files, traps etc.) and indexes them before storing the data. Our team of experts defines complex queries and algorithms to fetch the required information from the stored data in real-time, driving insights based on your business needs. Delivered through aesthetic and user-friendly dashboards, these insights do not require further processing, helping you focus on the RCA. These dashboards are customized for each of the operations, business, and CXO teams to offer them relevant insights. The solution also allows the users to drill down into specific data based on their requirement.

IT OPERATION ANALYTICS (ITOA) SOLUTION

- Operational and business insights to transform data into meaningful intelligence
- Infrastructure transparency for end-to-end view of transactions
- Operational and business impact correlation for enabling multi-level correlation
- Express troubleshooting for RCA and improved Mean Time To Repair (MTTR)
- Rapid and advanced search for real-time information retrieval
- Actionable dashboards for consolidated views of custom-built KPIs

BENEFITS

- Faster troubleshooting and reduced operational costs
- Ready to be consumed insights
- Allows for proactive identification and resolution of network lacunas
- Actionable network insights mapped to business drivers
- Easy access to information for seamless, simple, and effective decision-making

ITOA SOLUTION ECO SYSTEM

Customer CXO Team
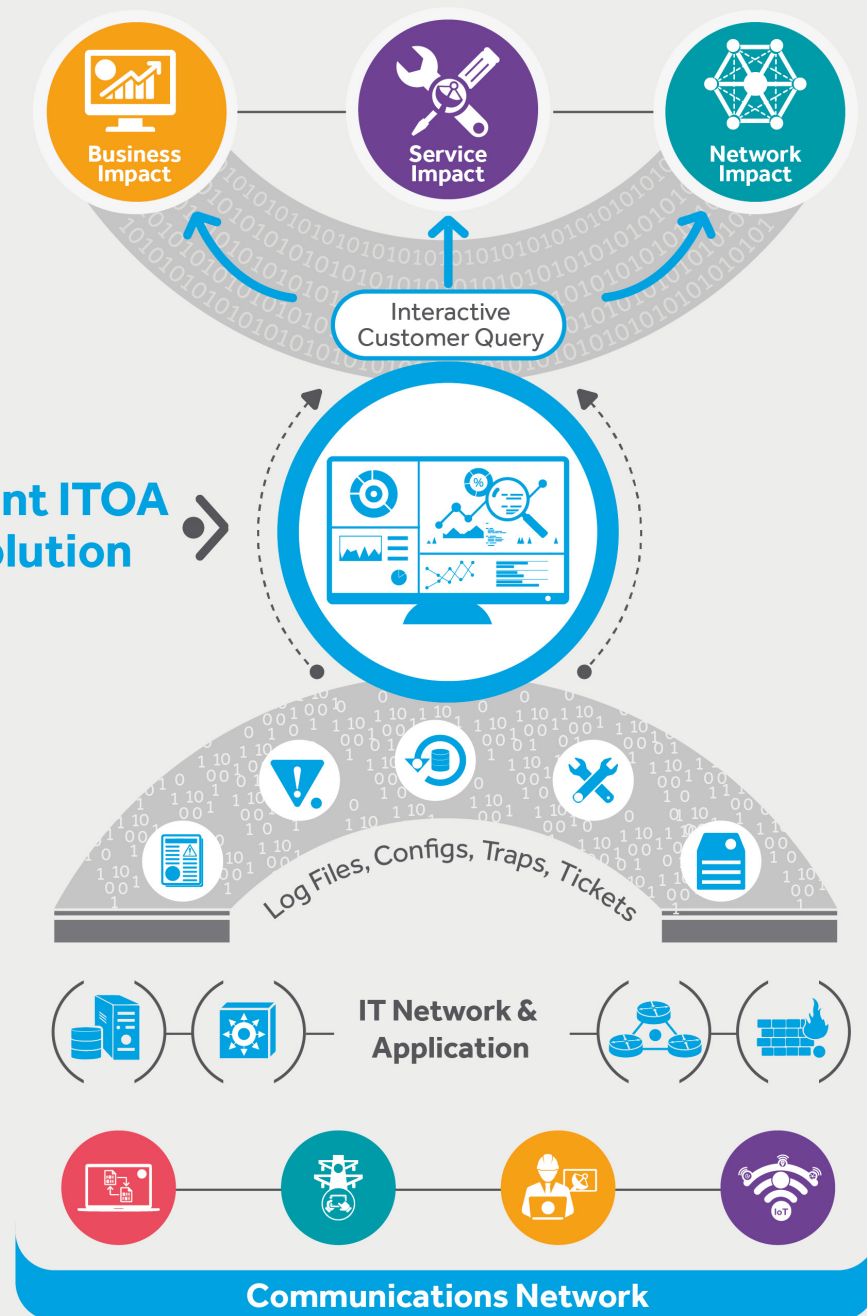Service Usage, User Behaviour/Pattern

Customer Business Team
Trends, Insight Performance

Customer Operations Team
Fault, Event drill down RCA

Business Impact

Service Impact

Network Impact

Interactive Customer Query

Cyient ITOA Solution

Log Files, Configs, Traps, Tickets

IT Network & Application

Communications Network

About Cyient

Cyient (Estd: 1991, NSE: CYIENT) provides engineering, manufacturing, geospatial, network and operations management services to global industry leaders. We leverage the power of digital technology and advanced analytics capabilities, along with our domain knowledge and technical expertise, to help our clients solve complex business problems. As a Design-Build-Maintain partner that takes solution ownership across the value chain, we empower our clients to focus on their core, innovate, and stay ahead of the curve.

Relationships lie at the heart of how we work. We partner with organizations in ways that best suit their culture and requirements. With nearly 14,000 employees in 21 countries, we combine global delivery with proximity to our clients, functioning as their extended team. Our industry focus spans aerospace and defense, medical, telecommunications, rail transportation, semiconductor, utilities, industrial, energy and natural resources.

Follow news about the company at
www.twitter.com/cyient

Contact Us

NAM Headquarters
Cyient, Inc.
99 East River Drive
5th Floor
East Hartford CT 06108
USA

T: +1 860 528 5430
F: +1 860 528 5873

EMEA Headquarters
Cyient Europe Ltd.
High Holborn House
52-54 High Holborn
London WC1V 6RL
UK

T: +44 20 7404 0640
F: +44 20 7404 0664

APAC Headquarters
Cyient Limited
Level 1, 350 Collins Street
Melbourne, Victoria, 3000
Australia

T: +61 3 8605 4815
F: +61 3 8601 1180

Global Headquarters
Cyient Limited
Plot No. 11
Software Units Layout
Infocity, Madhapur
Hyderabad - 500081
India

T: +91 40 6764 1000
F: +91 40 2311 0352

cyient.com
connect@cyient.com