Case study

Improving IT operations for a leading integrated oil and gas company

Implementing a globally-scalable analytics solution with predictive capabilities to navigate unforeseen disruptions and downtime well in advance

Overview

Discover how Fosfor helped a leading oil and gas producer

Go from service operations riddled with unforeseen disruptions

The client needed to identify service and incident management-related issues in real-time for more efficient IT operations

To a system of proactive improvement of IT operations

Modeled a globally scalable analytics solution across ITSM to gain real-time insights and predictions on service operations

Using the Fosfor Decision Cloud

Fosfor implemented a globally scalable analytics solution to gain real-time insights into IT operations

The results

Globally-scalable solution across ITSM

Improved ITSM efficiency

User-friendly insight views

Challenges

Streamlining operations amidst the complexity of petroleum production

In the oil and gas industry, where downtime can lead to substantial financial losses and safety concerns, there's a pressing demand for robust incident management systems. Traditional methods often fall short in providing real-time insights and predictions on service operations, leaving organizations vulnerable to unforeseen disruptions. Consequently, there's a clear need for innovative solutions that can enhance operational efficiency and minimize downtime.

The client sought a solution that could provide real-time insights and predictions on service operations, enabling them to proactively address issues and minimize downtime. Their primary objective was to enhance operational efficiency across their IT service management (ITSM) landscape.

Solution

Empowering efficiency in incident management with the Fosfor Decision Cloud

In response to the industry's need for a comprehensive incident management system, we developed an autonomous incident management solution tailored to the requirements of our client. The client approached us with the objective of identifying service and incident management-related issues in real-time to optimize their IT operations for greater efficiency.

We proposed and implemented a globally scalable analytics solution leveraging the Fosfor Decision Cloud's capabilities on service and incident management data. By harnessing advanced analytics and machine learning algorithms, our solution provided the client with real-time insights into the overall health of infrastructure service and operations. Additionally, it enabled them to identify root causes for fluctuations in incidents/user experience scores, service disruptions, and cloud platform spend. Moreover, our solution offered predictive analytics capabilities, allowing for timely interventions to prevent potential incidents and server disruptions.

How the Decision Designer works

The Decision Designer empowers everyone in the organization to quickly discover insights from their data. It combines AI, ML, and NLG technologies with an intuitive interface. This allows users to ask questions about their business data, analyze billions of data in seconds, and gain comprehensive, automated insights – all without writing a single line of code.

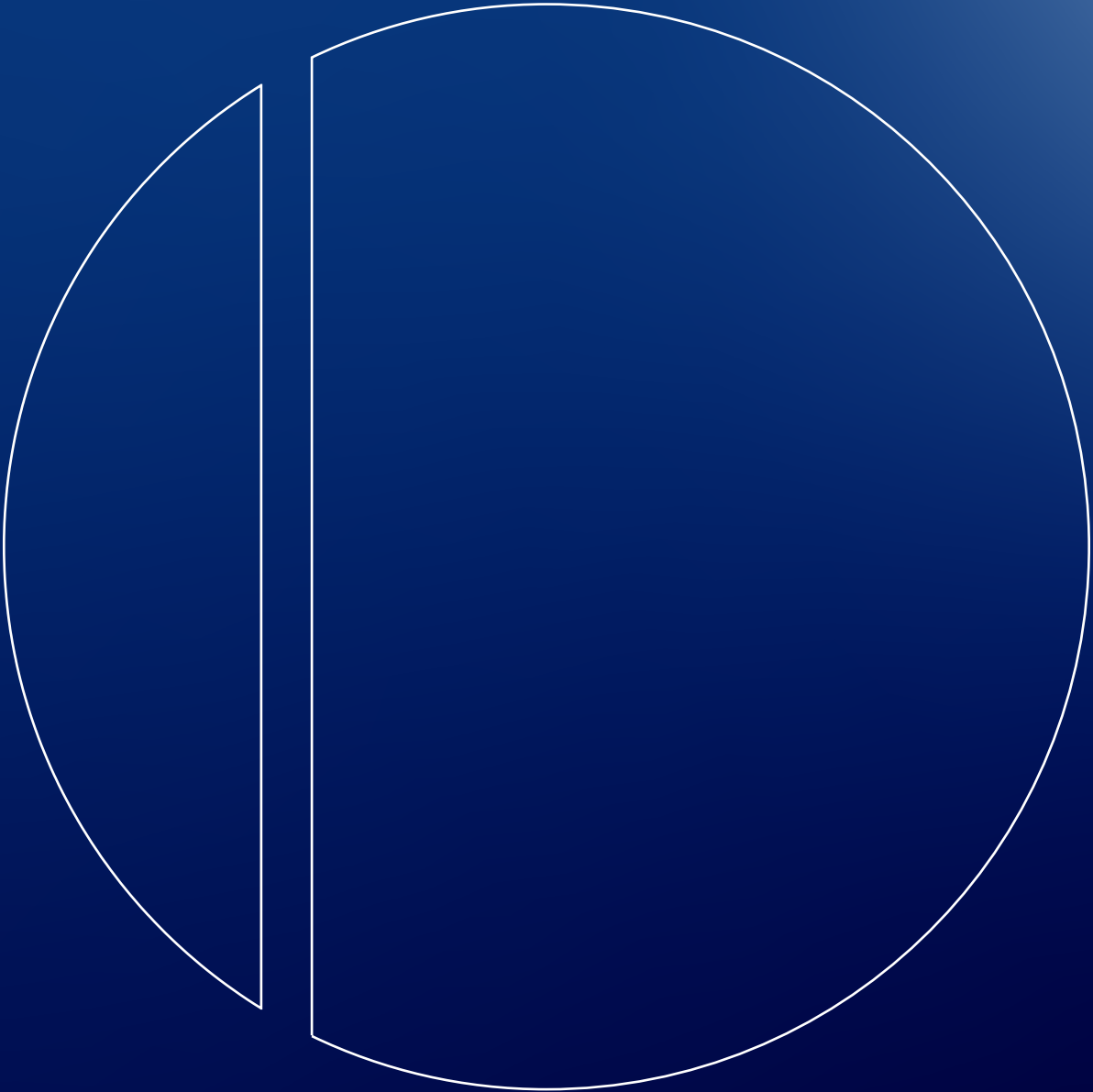The Fosfor Decision Cloud allowed the leading petroleum manufacturer to:

- Get real-time insights into infrastructure service and operations

- Identify root causes for fluctuations in incidents/user experience scores

- Get predictive analytics for proactive interventions

- Gain a globally-scalable ITSM solution

The impact

Globally-scalable solution across ITSM	Improved ITSM efficiency	User-friendly insight views

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