

Enabling automation for a multi-national **restaurant chain**

HCLTech iONA platform helps achieve observability, intelligent automation, and robust operations



Our client is one of the **largest quick-service restaurants holding companies based in the US**. They performed many of their operations manually, leading to operational inefficiencies and a lack of agility. Their IT landscape was being monitored in silos, resulting in a lack of an enterprise-level view and tedious root cause identifications. HCLTech transformed IT operations by introducing observability platform so that the client had a single pane of glass view and performed intelligent automation on the manual, repeated activities leveraging HCLTech iONA Digital Operations Platform

The Objective:

Enable observability and error-free automated operations.

The client wanted to embark on an AIOps journey, by implementing an observability platform. Their objective was to have a unified view of their IT landscape, bringing the data under a single roof to perform event correlation and noise reduction, thereby documenting incidents with a unique root cause. Along with observability, leveraging self-healing capabilities to ensure much more resilient applications was also one of the key objectives. The client also wanted to reduce manual touch points as much as possible to improve operational efficiency and reduce costs.

The Challenge:

Navigating data challenges to ensure seamless business operations

The sales data was one of the most crucial metrics for the business of one of the largest quick-service restaurants operating around the globe. Data had to be collected from over twenty eight thousand stores to generate reports five times a day, making it a tedious activity. Inefficiency in identifying failures during report generation resulted in business escalations. Apart from this, our client's IT landscape was being monitored in silos, which resulted in disjointed monitoring teams, a lack of a unified view, and a huge number of duplicate alerts and incidents. Many of the repeated tasks were performed manually, which diminished the overall productivity of the service operations, leading to low operational efficiency and high service delivery times. Also, the client's public-facing commercial website occasionally went down, impacting the business.

The Solution:

AI-enabled digital operations platform

We implemented a digital SmartOps platform, HCLTech iONA, to drive digital transformation and deliver business values. We identified areas that were currently performed manually and could undergo automation. Use cases were identified across reporting, monitoring, patching, file system activities, and IT security.

Several automation bots were developed that picked up incidents that were raised, and AI-driven algorithms identified relevant automation workflows that needed to be executed, thus enabling self-healing. Automation bots were seamlessly integrated with multiple systems that were available in client's landscape, to perform end-to-end automation.



As part of the digital operations platform, HCLTech also brought in an observability platform, HCLTech iONA iSee, that monitored both application as well as infrastructure components and integrated with other monitoring solutions that existed in the client's landscape to create a unified view of their critical application portfolio. Alerts from applications and infrastructure were correlated to identify duplicate or false alerts. These false alerts were then suppressed, resulting in a reduction in duplicate incidents. Client's public-facing websites were monitored, and alerts were raised as and when an anomaly was detected, which was acted upon to reduce outages. Further log analytics were also performed to provide correlated insights for faster root cause identification. With this proactive approach towards hyper automation, nearly 12% of tickets were automated within 2 quarters of engagement.

The client had SAP (Systems, Applications & Products in Data Processing) as a major technology and wanted to avoid multiple automation tools catering to SAP and non-SAP. We streamlined SAP processes by implementing intelligent automation through HCLTech iONA iAct, which had the capability just as the customer expected, and it was leveraged to automate SAP use cases as well. HCLTech identified areas where there is huge toil and suggested automation, leading to improved efficiency and error-free operations.

The Impact:

Improved customer experience and efficient operations

The digital transformation enabled for the client was effective enough to bring superior value to the customer. Due to the advent of automation, the teams' focus shifted to more productive support activities. Automation led to ticket reduction, error-free and smoother operations leading to huge savings in terms of efforts spent on activities that were previously performed manually.

The Observability platform helped the client have a single pane of glass view of their critical applications portfolio, resulting in a significant reduction in false alerts. Entire Application monitoring metrics as well as infrastructure monitoring metrics along with logs were brought together to provide correlated insights, resulting in deeper insights through drill-down capabilities. Thus, enabling faster root cause analysis.