

Transforming IT Landscape: Automation for Rapid Resolutions

intelligeni®
bots








**Platform to assist Datacenter and End User operations
auto-remediation of tickets, running scheduled and housekeeping tasks**

Intelligeni bots focus on leveraging an Automation powered core to dramatically improve IT operational efficiency by automating operational tasks and eliminating human errors which in turn helps in minimizing operational issues.

It works by replacing the activities done by an operations engineer with automated ones. These bots when triggered execute the activity in an automated fashion

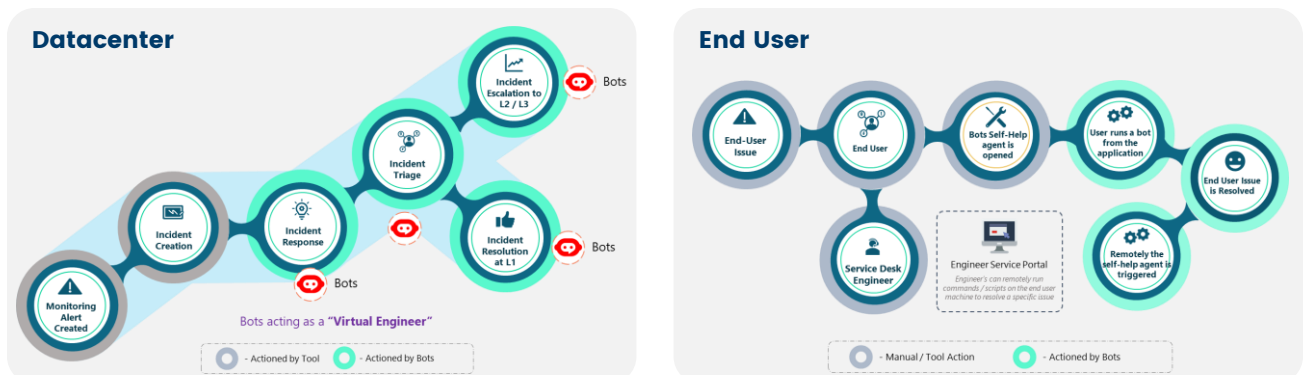
These bots can be triggered by the observability tooling to auto-resolve issues or can be initiated by engineers from their workbench tools to augment them with complex analysis, visualizations, and remedial actions at scale and speed typically not achievable by humans alone.

Why do customers use intelligeni bots?

 <p>Automated Remediation</p> <p>Reduce mean time to resolve of incidents using automated remediation actions</p>	 <p>Automated Patching</p> <p>Increased compliance across the server estate through the parallel automated patching</p>	 <p>Automated Health Checks</p> <p>Increased visibility of the health status of the customer infrastructure</p>	 <p>Increased End User Experience</p> <p>Through the Bots Self-Help agent deployed on the end users of the customer</p>	 <p>Increased Visibility</p> <p>Of the end user and data center estate through a unified dashboard</p>
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Logical Flow of the Bots

MICROLAND® intelligeni®
bots



Core Features



Tool Agnostic

Bots can integrate to any ITSM tool / AiOps platform for Data center operations.



Out of the Box Integrations

Bots have the out of the box integrations with 5+ ITSM tools and AiOps platforms.



Intelligent Agent to resolve End User Issues

Self help agent which can resolve end user issues.



Dashboard with End User Analytics

Entire estate of the end user showcased along with the persona-based analytics.



Automated Reporting

Automated Reports on health checks of the infrastructure estate.



Automated Housekeeping

Activities like server / application patching, upgrades, scheduled restarts, service checks are automated.



Exhaustive Library of Use Cases

With 220+ bots in the data center and the end user areas, most of the customer use cases would already be addressed.

Value to the Customer



Reduction in overall ticket count by **20%**



Reduced MTTR by **25-30%**



Improved User Experience



Increased Efficiency

intelligeni bots is part of the overall intelligeni AutomatedOps platform which is a key enabler for Microland's managed services offerings. The integrated platform comprises of intelligeni observe for observability, intelligeni center for IT service management and intelligeni insights for IT analytics.

About Microland

Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

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