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Transforming IT Landscape: Automation for Rapid Resolutions

intelligeni bots



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

Intelligeni Bots focuses 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?

Automated Remediation
Reduce mean time to resolve incidents using automated remediation actions

Automated Patching
Increased compliance across the server estate through the parallel automated patching

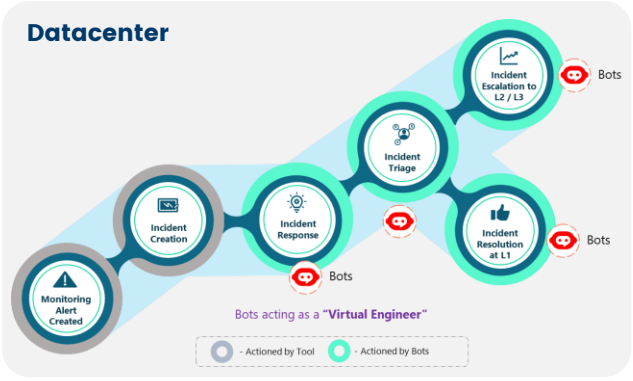
Automated Health Checks
Increased visibility of the health status of the customer infrastructure

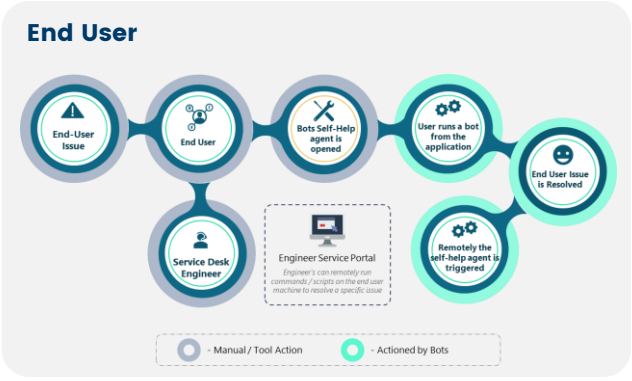
Increased End User Experience
Through the Bots Self-Help agent deployed on the end users of the customer

Increased Visibility
Of the end user and data center estate through a unified dashboard

Logical Flow of the Bots

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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 that can resolve end-user issues.

Dashboard with End User Analytics
Entire estate of the end user is 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, and 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 Automated Ops 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 a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

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