

Automation Journey By Intelligent Bot



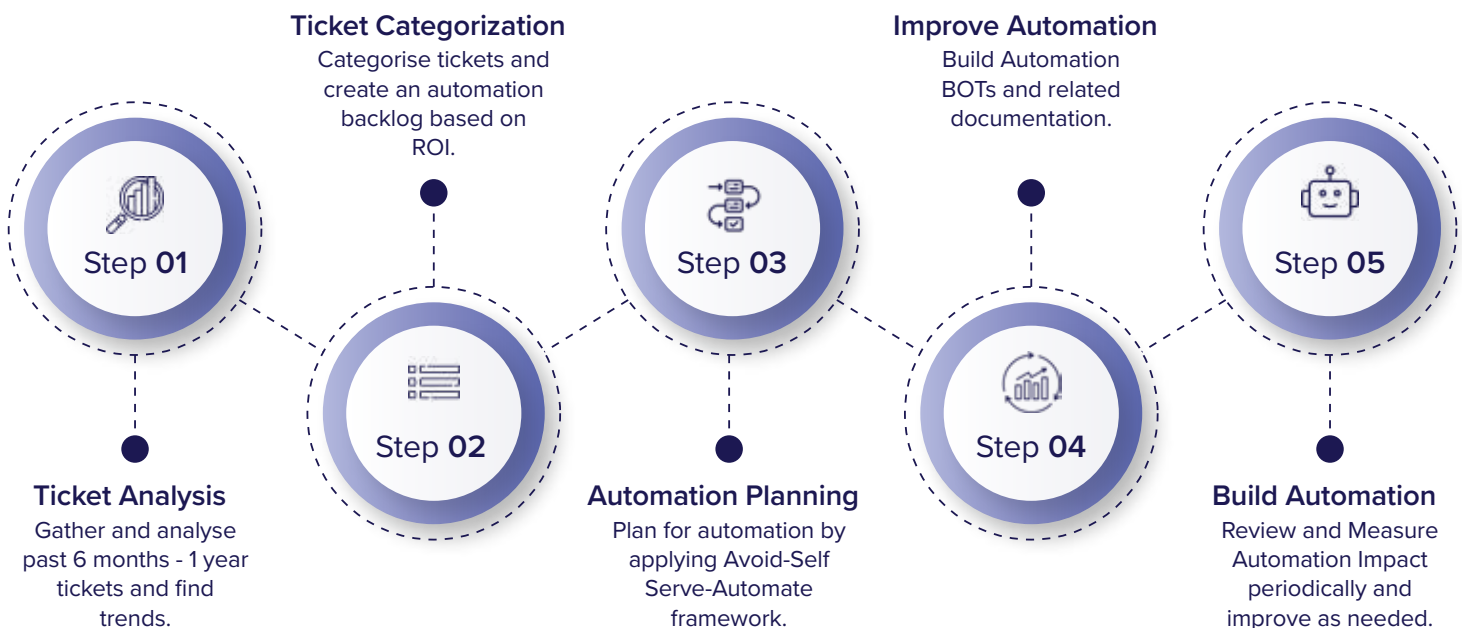
Overview

RLCatalyst's BOTs platform enables automation in traditional IT service operations encompassing infrastructure, applications, and service delivery tasks such as user management, access control, application deployments, and production support to reduce the cost of IT operations. It helps enterprises standardize their automation efforts, and achieve better quality and velocity with clear ROI tracking on the human efforts saved.

Challenges

- Low SLA governance
- High cost of operations
- Lack of KPIs and dashboards
- Lack of visibility on request status
- Less control over resource usage

Solution Approach



Outcomes

- Incidents reduced by 50% and Requests increased by 60%
- Annual Cost savings of 350 K USD by resource optimization
- Improved SLA and Governance
- Quick Turn Around and Real-time Status updates leads to better user experience
- 65–70% of requests were fulfilled by BOTs, equivalent to 8 FTEs.
- Headcount reduced by 50%

BOT Statistics Last Day

118 Processed Tickets	75 Automated Tickets	43 Processed Tickets	5 BIT VS FTE	8 Failed Tickets
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Resource Productivity Till Date - **Total Resources-3**

Name	Incidents	Tasks	Total	Average per day
TDMS AutoBOT	56	354	410	61
Person A	142	54	195	9
Person B	147	81	228	10

BOT Statistics Last week

486 Processed Tickets	319 Tickets Automated	167 Tickets Automated	6 BIT VS FTE	12 Failed Tickets
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BOT Statistics Current Month Till Date

2030 Processed Tickets	1410 Tickets Automated	620 Tickets Automated	7 BIT VS FTE	18 Failed Tickets
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About Relevance Lab

Relevance Lab is a next-generation technology services company — **Born in the Cloud, Transformed by Data, and Re-Imagined for GenAI**. We help enterprises cut through the noise of rapid AI adoption by focusing on business outcomes, building on enterprise-grade foundations, and partnering through every step of their AI journey. With deep cloud expertise, strong product engineering DNA, and proven platforms in DevOps and Research Computing, we enable organizations to drive frictionless business and confidently evolve into truly AI-Powered Enterprises.

