

AIops Powered Healthcare Automation

Overview

An India-based health care start-up has adopted our inhouse built intelligent automation platform RLCatalyst Command Center ServiceOne AIops solution for real-time monitoring (24*7*365) of IT infrastructure. As a result, the IT operation team receives real-time alerts for continuous improvement of the health of the system. This reduced maintenance cost by 50%.

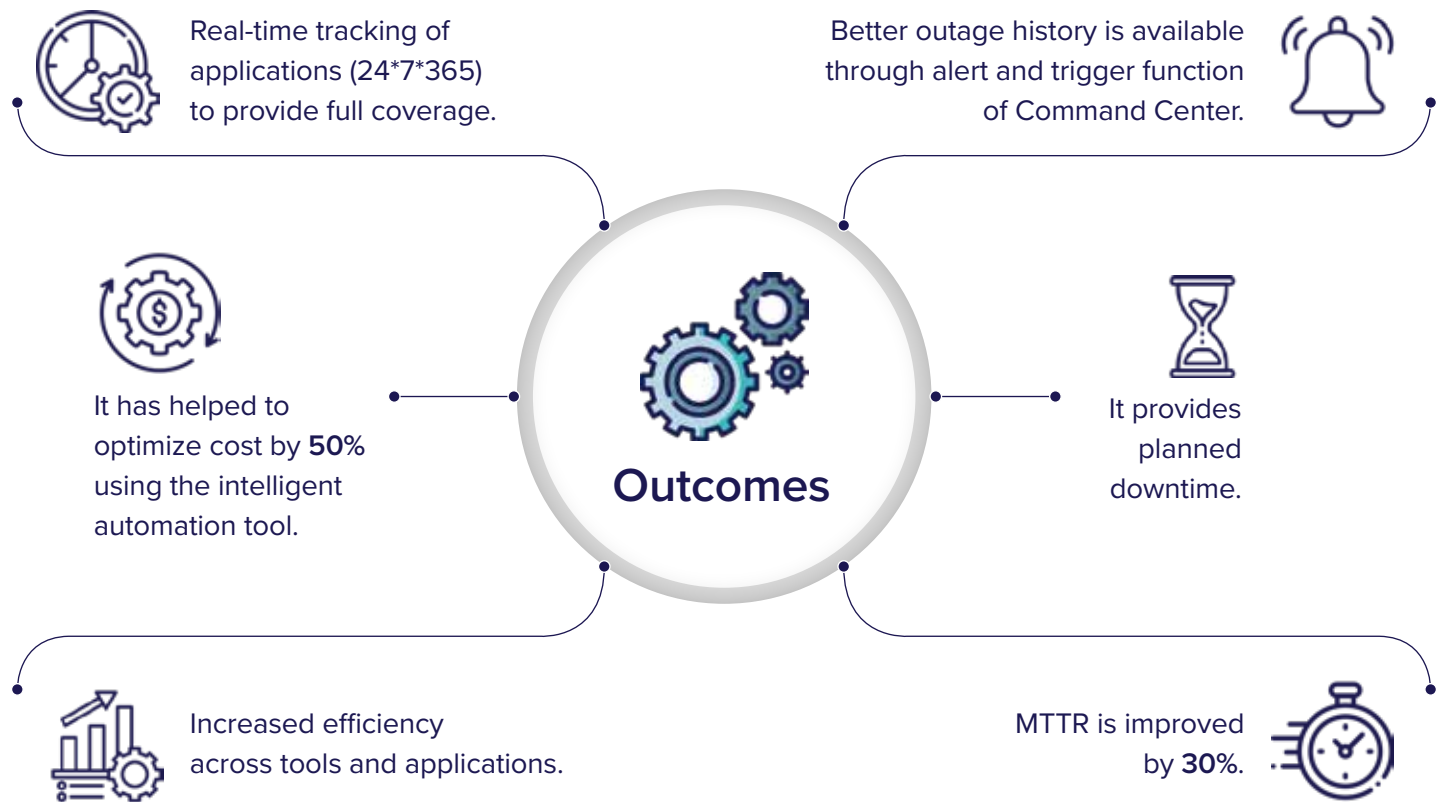
Challenges

- Absence of real time tracking of system.
- Absence of single dashboard for consolidated view.
- Lack of IT infrastructure monitoring.
- No continuous performance measurement.

Solution Approach

- The client is on boarded on to our ServiceOne solution offering.
- RLCatalyst Command Center as the central dashboard has monitored system endpoints and infrastructure.
- Real-time monitoring of the dashboard notifies the client about any issues, in case of an outage.
- Our solution includes app monitoring, log monitoring, network monitoring and cloud monitoring.
- Customized notifications via e-mail or Slack when issues are detected.
- It provided actionable insight for critical business application problem.





Customer Feedback

"The Relevance Lab Command Center tool has enabled real time situational awareness for monitoring our critical business applications".

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.