



CASE STUDY

ARTIFICIAL INTELLIGENCE Harnessing AI to Enable New Operating Models

Employing “Virtual Engineers” allows one insurance company to free up valuable human capacity and drastically reduce critical incident resolution time.



IMPACT

- Automated end-to-end resolution of 165,000 technology incidents over six months
- 23,000+ man hours saved over six months
- Reduced average time to resolve an incident from 3+ hours to roughly 10 minutes

Too many incidents. Too little time.

A large insurance company's IT department struggled to keep up with the increased number of alerts resulting from the recent implementation of a more robust system event monitoring program. Time-to-resolve critical incidents grew as the queue of tickets became unmanageable and the business impacts were felt across the organization.

“Our team was always running full-throttle. These are smart, competent people, but they just couldn't keep up,” the Chief Technology Officer said. “We needed a new way of working that provided speed and scale at a nominal cost.”

The CTO decided to explore an intelligent automation solution that leveraged artificial intelligence (AI). Sometimes referred to as machine learning, AI represents all the techniques used to teach computers how to learn, make decisions and communicate, often without human intervention.

The company knew that technology could provide some relief, but were unsure of how to get started. They looked to A&M to help determine the best way to scope, source and test the new technology to see if it could address their challenges.

Enter AI powered “Virtual Engineers.”

The company and A&M set to work defining a primary scenario that could be used to pilot AI as a tool for incident monitoring and identification, investigation, and resolution or escalation to a human engineer. With a use case in-hand, A&M helped the company source and select technology. Additionally, A&M worked with the selected vendor to implement and test the solution against a goal of 25 percent automation of work that had been previously completed by human engineers.

“Virtual Engineers” were deployed within the company's IT infrastructure to work 24 hours a day collecting and analyzing data to anticipate and identify network outages as well as resolving incidents in real time with very little to no human interaction.



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Creating capacity. Improving service.

Over the course of six months, the pilot delivered significant benefits that well exceeded initial targets.

- Over six month period, identified and proactively resolved 165,000 incidents before users even experienced an issue
- Attained roughly 42 percent end-to-end automation: “Virtual Engineer” received and resolved ticket without human intervention
- Realized roughly 41 percent partial automation: “Virtual Engineer” executed initial diagnostics and delivered results to a human engineer with elevated access rights
- Reduced average time to resolve from over three hours to 10 minutes
- Significantly reduced year-over-year severity 1 and 2 outages
- Improved consistency and quality of customer experience
- Saved 23,000+ man-hours over a six-month period

As a result of the overwhelming success of the project, the company launched a full program to identify expanded use cases with A&M as its preferred partner.

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