

Overcoming Operational Hurdles: InputZero's Solution for Efficiency and Transparency

At a Glance

Our client selected the NOW Platform to embark their cloud transformation journey. Through this we created a Marketplace on the NOW platform for customers to purchase various Cloud and On-Premise Services

Now products



CSM



ITSM



ITOM



Cloud Management



Performance Analytics



Integration hub

DEPLOYMENT MODEL

Service Management



Let Automation work for you



Input Zero Technologies



www.Inputzero.com



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CHALLENGES



The current system suffers from fragmented operations, lacking a unified platform for customer registration, service provisioning, and tracking. The absence of cloud-based services limits scalability and accessibility. Furthermore, transparency across customer purchases and service offerings for both B2B and B2C segments is hindered, impeding informed decision-making. This necessitates streamlining internal processes by reducing the time and effort required for inter-team coordination in service provisioning, maintenance, and monitoring.

SOLUTIONS



Recognizing the limitations of fragmented operations and the lack of cloud services, Input Zero Technologies implemented a comprehensive solution. Automated service provisioning, both on-premise and in the cloud, ensured efficiency and scalability. Proactive health monitoring with automated case creation for manual intervention streamlined issue resolution. Integration with existing tools like CRM, Netcool, Motive, and Netcracker offered a unified console for infrastructure management. Cloud management provided transparency into cloud expenses while implementing service management through CSM brought structure and control. Finally, standardized customer communications ensured a consistent and positive experience for both B2B and B2C segments. These impactful changes addressed the key challenges, fostering operational efficiency, transparency, and an enhanced customer journey.

OUTCOMES



1

Automated Service Provisioning

We Automated Service Provisioning on Cloud and On-premise Environments.

2

Proactive monitoring

Proactive monitoring Services health and auto creation of case for any manual intervention

3

Integration with various tools

Integration with existing tools like CRM, Netcool, Motive, and Netcracker and providing a single console for managing their infrastructure