Accelerating Digital Service Adoption through Fusion AI Talos

Using its extensive global IT Service Management expertise, Fusion has uniquely developed a targeted Deep Learning AI platform, AI Talos, coupled with data science capability to analyse complex structured and unstructured data. The resulting analysis is used to identify areas of service improvement, helping to extract more value from significant investment in IT Service Management Operations platforms.

Challenges With Large Volumes of Complex Data

Imagine if you can dramatically increase the adoption of your Digital Service transformation initiative by offering the right services and customer support functions to your internal and external customers.

Imagine being able to correlate disparate unstructured service management and event management information across different parts of your business in minutes and gaining insight into areas contributing to your operational costs.

Now imagine applying vast insights across IT Service Management and IT Operations gained across many small and large Enterprises applied to your organisation.

IT organisations are producing greater volumes of structured and unstructured data across their growing catalogue of digital services spanning across complex environments, service providers and partners. To gain some understanding of the underlying performance, IT departments have historically used Big Data sophisticated analytics techniques, however, these approaches are limited due to inability to correlate vast amounts of unstructured data across different part so the business quickly, resulting in:

- Large data bias, which results in risk increase
- Requiring dedicated expensive data experts
- Distinguishing what is insight and what is noise

With the advent of AI techniques, we can now process and analyse large unstructured and free format data sets to discover meaningful patterns, trends, and associations. This significantly enhances data driven business decisions that impact cost reduction, increase of revenue, reduce customer churn and improve governance.

Benefits of AI for Service Management

- Understand and drive down mean time to resolution (MTTR)

- Identify incidents that are likely to breach service level agreements or fall short of service level objectives

- Understand root cause analysis – and drive down incidents

- Identify categorisation improvements and prioritization of knowledge base or service catalogue content reducing cost of service

- Greater transparency by Supporting Service Integration and Management (SIAM) initiatives improving vendor performance visibility and identify key efficiencies

- Identifying cross-vendor ticket hops to ensure that service levels are met

- Identify opportunities for automation and associated business benefits

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AI Talos

Fusion has uniquely developed a targeted proposition using its own AI and data science expertise, applied to IT service and operations management. The platform is containerised running on Fusion's secure cloud and is constructed using key techniques including:

• Deep Neural Network

• Natural Language Processing

• Machine Learning

• TensorFlow Techniques for Statistical Analysis

Crucially, each application of AI Talos to a new data set enhances its Deep Neural Network knowledge and training set, improving the analysis capabilities of the platform as a whole. Since the AI Talos learnt data set is abstracted, organizations can leverage this vast knowledge without any fears over the confidentiality of their own data.

The post-analysis reports are further analyzed by Fusion Data Scientists to provide actionable recommendations and advice on how to exploit AI Talos findings. This often form the core pillar of Continuous Service Improvement programme for organisation.

How AI Talos Works
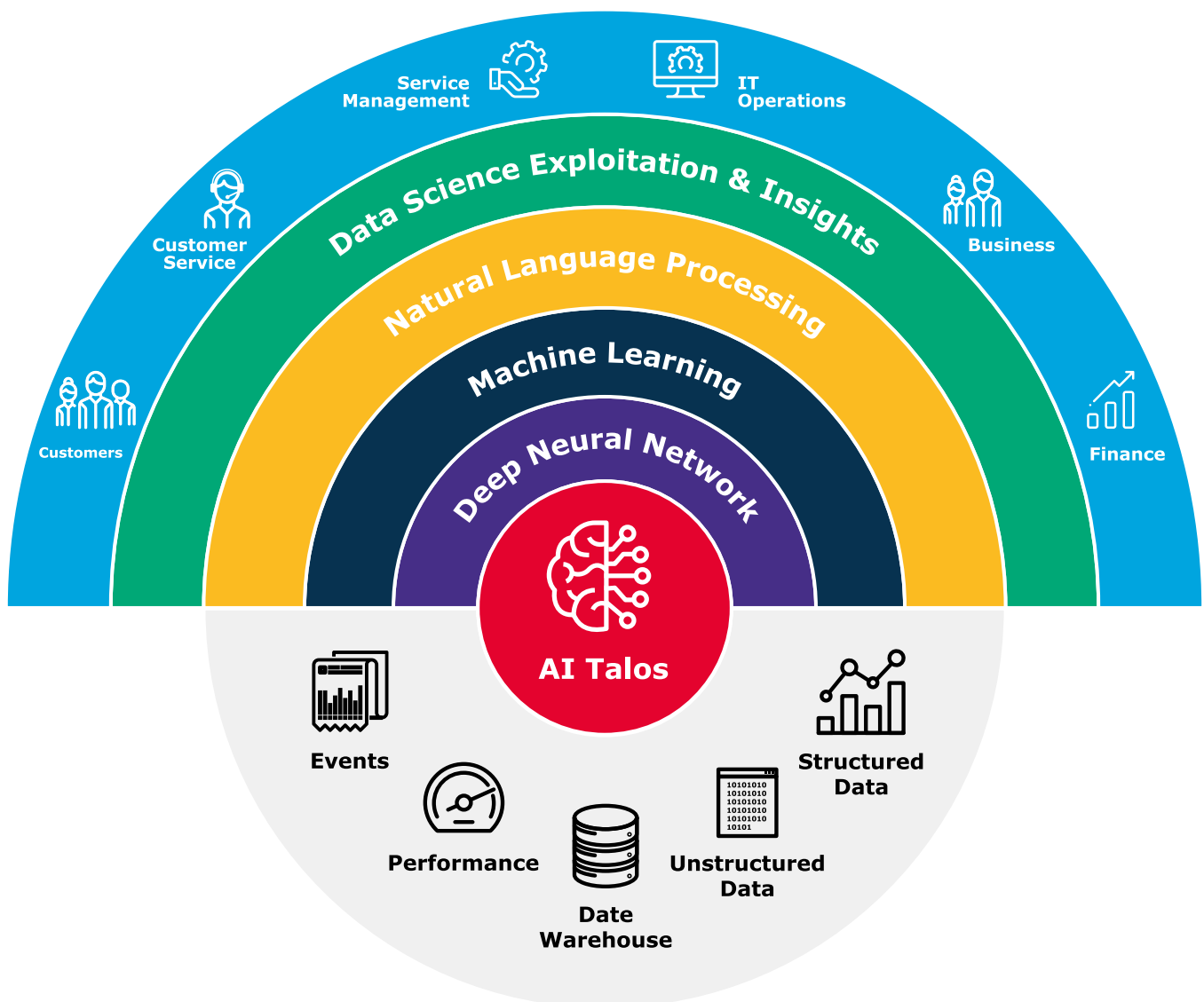
Typical Business Strategies	Exploitation Benefits	Possible Types of AI Talos Analysis
Accelerating Digital Service Adoption	Making self service more relevant	Analyse ticket information
	Offering more requestable services	Identify most frequently asked for services
	Increasing self service adoption	Identify targets for service automation
Internal Cost Reduction and Efficiency Improvements	Identify knowledge gap areas and utilization of existing knowledge	Review tickets hops
		Provide recommendations for reducing resolution time
	Identifying training gaps for external and internal users	Resolution abnormality analysis and detection
		Descriptive analysis of incident and knowledge articles
	Drive service improvement by identifying areas of inefficient performance which impacts cost of service delivery	Identify gaps in knowledge articles related to high frequency incidents
		Knowledge article usage analysis
		SLA and resolver group assignment analysis
Improve Customer Experience	Reducing time to fulfil by empowering self service through automation and improved knowledge utilization	Review fulfilment performance
		Provide recommendations for improving work order times
		Use MIT (Massachusetts Institute of Technology) dictionary to recommend most appropriate tags
		Improve knowledge utilization by reviewing article names and tags
Greater Visibility Across Multi-vendor Service Management Ecosystems	Detecting fulfilment and resolution abnormalities that cause increased risks across the ecosystem	Providing visibility by detecting abnormalities across the entire data set through correlation of multiple processes
		Provide a range of abnormalities effecting different resolution and fulfilment streams

Summary

Organizations consuming Fusion AI Talos service, either as a snapshot in time or on an ongoing basis via Fusion Managed Service are gaining significant insights into the workings of their Service Management and Operations platforms, resulting in accurately categorising and routing tasks, preventing future issues and benchmarking against their industry peers.

For further information on how Fusion and AI Talos can help your organization extract more value from your existing investments, please contact info@fusiongbs.com.

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