happiest minds
The Mindful IT Company
Born Digital . Born Agile

ELLIPSE INFUSED MANAGED INFRASTRUCTURE SERVICES

Distributed Enterprises are increasingly facing challenges in Managing IT Infrastructure spread across private, public, hybrid clouds amidst employees demanding anytime, anywhere access to a plethora of applications and data. Trying to deal with this next-gen dynamic work environment through the traditional IT Infrastructure monitoring and management tools that function in siloes and are mostly personalized for a specific product; or can ingest and analyze only structured data always leads to cost escalations, operational complexity, lack of unified visibility, alert noise or fatigue, lack of actionable insights, poor user experience, poor IT service levels, customer churn and revenue leakages.

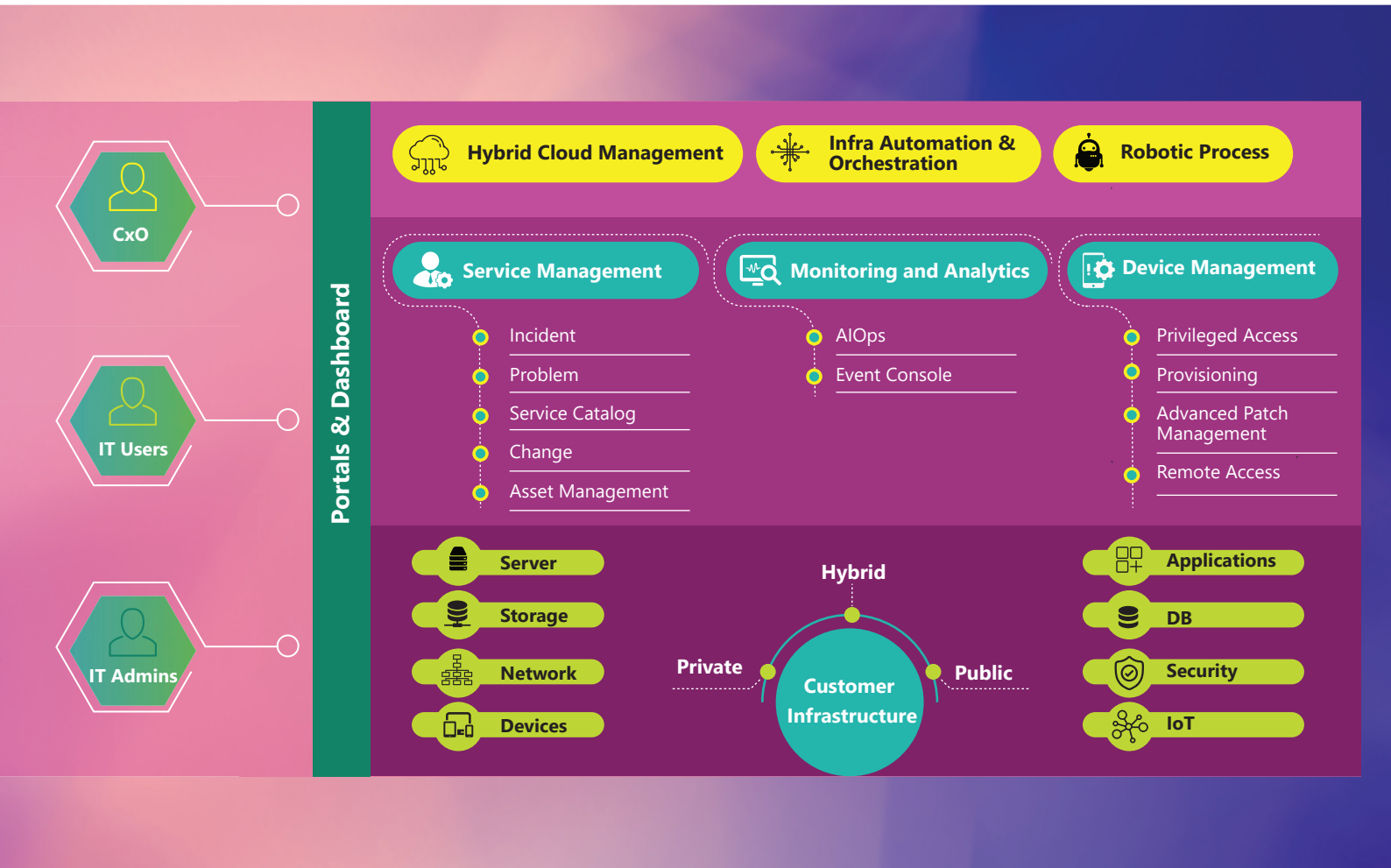
Enterprises, therefore, are looking for options that can reduce the Total Cost of Ownership (TCO), improve Infrastructure and Application uptime, enhance User Experience and User Productivity to ensure that the IT operations are Agile and are aligned to the organization's Digital strategies.

Research and Markets, a leading market research firm reports that "the Global Managed Infrastructure Services market is expected to register a steady growth rate (CAGR) of 9.16% during the forecast period (2018 – 2023)."

Introducing ELLIPSE

ELLIPSE Platform is the way you can address the above mentioned IT Operational Challenges. It is a modular platform with multiple tools integration and is supported by a powerful Analytics backend coupled with Machine Learning capabilities. ELLIPSE integrates with IT Service Management Tools, and Automation Tools that facilitates AI enabled IT Operations (AIOps).

According to a research conducted by Markets & Markets, one of the leading market research firms, the AIOps Platform Market would grow to 11.02 billion USD by the year 2023



Business Challenges addressed by
ELLIPSE - AIOps Platform

- Lack of Unified view of IT
- Slow issue resolution involving large IT teams
- High MTTR and downtimes
- Poor user experience and inefficient operations
- High cost of operations
- Poor service levels
- Customer churn

Impact Delivered by
ELLIPSE - AIOps Platform Powered Managed Services

Standardized and Cost-Efficient IT Operations

- Increased productivity, process, and operational efficiency through knowledge centered IT operations
- TCO optimization through the protection of existing investments and controlled OpEx through flexible and transparent pricing models
- Enhanced user experience monitoring

Automation Driven Agility

- Robotic process automation for faster incident resolution and ITSM automation

Enhanced Operational Intelligence & Security Controls

- Respond to an incident faster with deep drill down, contextualization and intelligent alerts
- AIOps delivers Unified Visibility across infrastructure & apps resulting in better user experience, provides CxOs and the IT admins a dashboard for business service level visibility
- Advanced patch management & privileged information management with improved security controls and lower risk

ELLIPSE AIOps Platform Exclusivity

01
Reduce Mean Time to Resolution (MTTR) and ensure higher availability of business applications/systems and internal portals

02
Increase response times for business-critical applications

03
Enable an automation platform that is tailored as per the customer needs

04
Reduce IT infrastructure operational cost by approximately 20 - 30 %

05
Enhanced end user-experience

06
Actionable insights for IT operations teams

07
Reduce resource costs and improved SLAs for service delivery

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/ transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

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