



IT Services: Cognitive & Self-Healing IT Infrastructure Management Services

LTI

Report Abstract

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15 pages

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Who is This Vendor Assessment For?

NelsonHall's cognitive & self-healing IT infrastructure management services profile on LTI is a comprehensive assessment of LTI's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cognitive & self-healing IT infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

LTI's ITOPS automation principles include reusability, secured, modularity, and product agnostic. Key automation IP deployed by LTI includes:

- Mosaic Discovery (Service pattern discovery): aggregates all monitoring data, including tickets logs and alerts, to understand a client's environment and identify hotspots for automation
- Mosaic Botzer (Cognitive assist): self-service chatbot to automate L1 issues, and FAQ's raised by users, including support engineers
- Mosaic AIOps (intelligent monitoring, Cognitive diagnostics, orchestrator): enables enterprise IT transformation through the adoption of AI-led IT Operations. It offers a single-pane view of the health of IT estate, improves the efficiency of operations through AI-based Event Correlation led noise reduction, and AI assisted ticket resolution involving automated problem categorization, SOP recommendation, and one-touch or straight-through automation.

Scope of the Report

The report provides a comprehensive and objective analysis of LTI's cognitive & self-healing IT infrastructure management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments also Available for:

- Atos
- Coforge
- Cognizant
- CSS Corp
- DXC Technology
- Getronics
- IBM
- Infosys
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Trianz
- Unisys
- UST Global
- Zensar.

About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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About NelsonHall

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