



Streamlining IT & SecOps with Beak AIOps Platform for a Modern Technology Consulting Firm



Industry:
IT Industry & Consulting



Location:
United States

CLIENT BACKGROUND:

Our client is a global technology solutions provider specializing in delivering cutting-edge IT solutions and services. With a strong focus on innovation and growth, they have been trusted advisors for almost 30 years and serving over 700+ small and medium enterprises across multiple regions.

CHALLENGES:

The client encountered diverse challenges in managing and monitoring a myriad of endpoints, including **19K+ assets**. Additionally, they grappled with a lack of visibility on infrastructure and control over assets, leading to reactive measures and frequent client escalations. They also faced significant delays in identifying and remediating security vulnerabilities due to increased security exposure. Moreover, the diverse client environment has led to higher operational costs.

BEAK AIOps SOLUTION:

iLink Digital's "Beak", is a NextGen AI-driven self-healing platform designed to empower clients with comprehensive IT Infrastructure Management capabilities such as real-time detection and automated remediation, ensuring business agility and reduced downtimes.



ASSET MANAGEMENT:

Beak AIOps platform streamlined IT infrastructure and operations by efficiently managing customer assets and monitoring system health, bolstering cybersecurity and productivity.



VULNERABILITY & PATCH MANAGEMENT:

Beak's AI-driven auto-remediation helped the client detect and address vulnerabilities and patches, ensuring faster incident remediation.



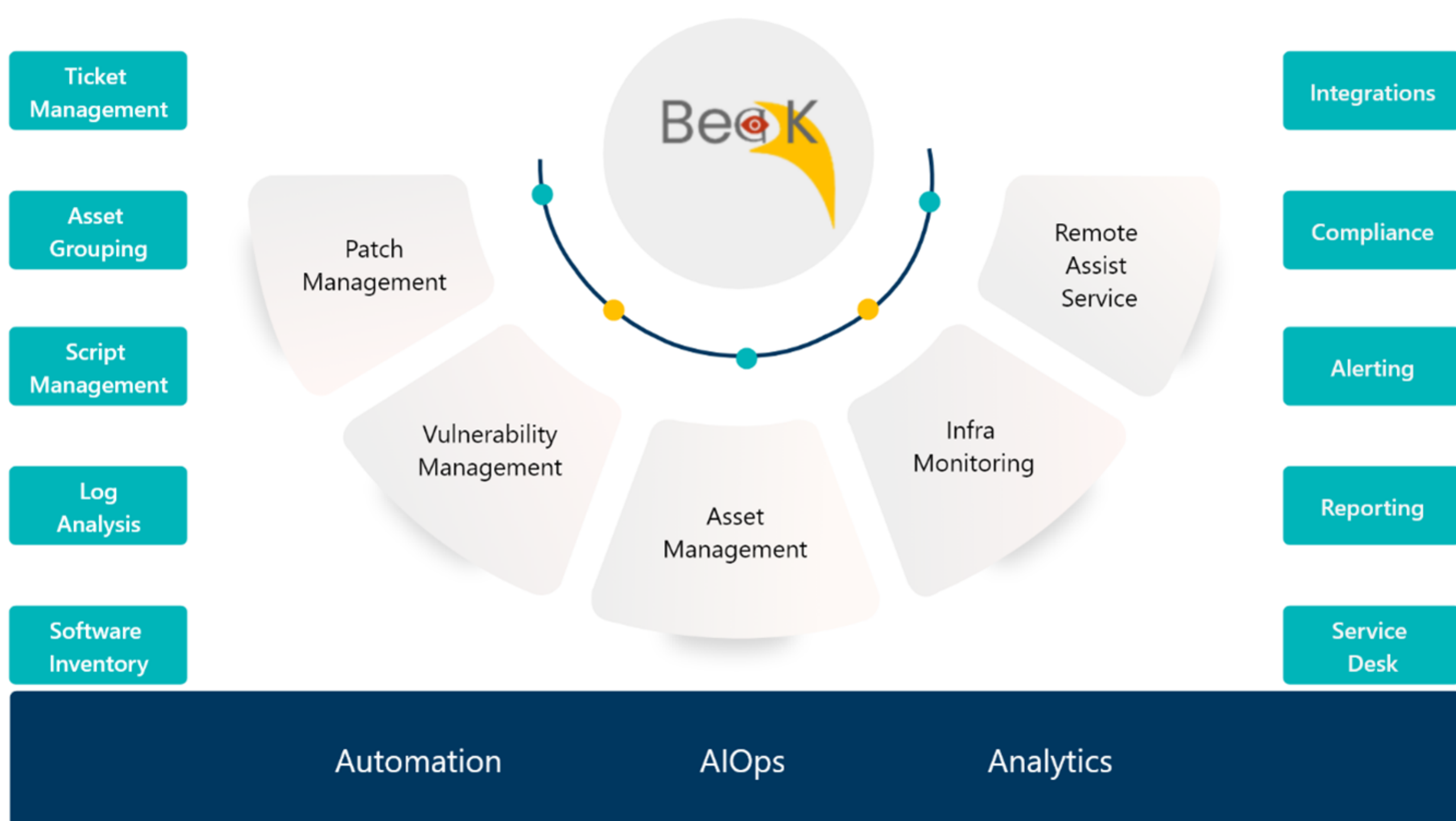
INFRA MONITORING:

Strategically implemented real-time infrastructure monitoring with over **100+ monitoring** options available for CPU, disk utilization, windows performance, and services for improved performance and availability.



REDUCED RELIANCE & COST SAVINGS:

By replacing legacy platforms with Beak AIOps platform, the client benefited from its simplicity and robust security, leading to significant cost savings.



OUTCOMES:



INCREASED VISIBILITY

The unified platform encompassing customized reports and dashboards by standardizing data from multiple sources, enabling real-time decision-making, providing a comprehensive view of security landscape.



ENHANCED USER EXPERIENCE

Leveraged an easy and intuitive UI/UX interface to ensure seamless navigation for end users.



IMPROVED OPERATIONAL EFFICIENCY:

The self-healing capabilities of the Beak AIOps platform autonomously detects and resolve prevalent issues, enabling client to focus on their complex activities, leading to improved operational efficiency with **reduced manual intervention**.



SIGNIFICANT TIME SAVINGS

By implementing AI based auto-remediations, routine tasks are efficiently managed, allowing client to focus on serving their customers better, resulting in substantial time savings.



ENHANCED SERVICE DESK CAPABILITIES:

A hassle-free alerting and ticketing system empowered by AI algorithms to prioritize and resolve incoming tickets, ensuring timely and effective responses.



ENHANCED SECURITY WITH GRANULAR ACCESS CONTROL:

The integration of the Beak AIOps platform anticipates and identify potential threats before they escalate, ensuring proactive risk mitigation while reducing security-related incidents and compliance risks.

BUSINESS IMPACT:

