

# AI-Driven Automation Operations Cut Monitoring Effort by 100%



## Client Overview

————— A leading global software company delivers Intelligent Automation solutions at scale. Known for innovation and execution excellence, the organization supports mission-critical operations across diverse industries. Its customer base ranges from growing enterprises to Fortune 500 companies worldwide. These environments operate at high volume across modern and legacy systems, where reliability, speed, and operational visibility are critical.

## Challenges Faced

The IT team relied heavily on manual monitoring and investigation, limiting speed and efficiency across control room operations.



### Manual Error Monitoring

Teams manually inspected control rooms for failures and device issues.



### Slow Root Cause Analysis

Identifying failure causes took approximately 6 minutes per transaction.



### High Ticket Volume

Large numbers of incidents required repetitive ticket creation and routing.



### Fragmented Visibility

Automation logs, emails, and ITSM tickets were spread across systems.



### Operational Fatigue

Continuous manual validation increased the risk of human error.

## The Solution

Amiseq implemented its Automation Operations Assistant to modernize and streamline automation operations across production control rooms. The solution automated monitoring, triage, and response while fitting seamlessly into the existing automation and ITSM environment. Manual checks were eliminated, response times improved, and incident handling became more consistent through AI-assisted classification.



Why the Client Chose

AMISEQ  
YOUR TECH PARTNER



End-to-end Intelligent Automation expertise, from strategy and advisory to build, deployment, and managed services

Platform-agnostic approach that integrates seamlessly with existing automation, AI, and ITSM ecosystems

Rapid deployment backed by proven delivery frameworks, minimizing risk to live operations

Built for scale and long-term ownership, with governance, monitoring, and continuous optimization at the core

# Strategy and Implementation



## Monitor Automations

Deploy Automation Anywhere to track active automations across control rooms.



## Assess Failures and Devices

Retrieve error details and validate bot and device status in real time.



## Classify Root Causes

Use keywords and automation files to categorize failure causes.



## Analyze Log Events

Review log events by root cause categories such as failed or unsuccessful runs.



## Verify Tickets and Communications

Check for open tickets or emails and trigger follow-ups or new records as needed.



## Notify Stakeholders

Send outcome summaries via email to relevant teams.

## What Amiseq Delivered

**100%**

### Effort Reduction

Manual monitoring fully eliminated.

**360**

### Hours Saved Annually

Automation Anywhere replaced manual control room checks.

**\$11,000**

### Annual Savings

Reduced monitoring and ticket routing costs.

### Faster Resolution

Near-instant root cause identification.

## Conclusion

The client shifted from manual, error-prone monitoring to a fully automated, AI-assisted operations model. Control room visibility, incident handling, and reporting now run continuously with minimal human involvement.

The shift not only improved performance but also reduced operational costs and created a scalable foundation for future automation growth without increasing headcount.

## Bring Intelligence to Automation Operations

See how Amiseq can modernize automation operations and eliminate manual overhead. Contact us today.

### California, AMISEQ HQ

📍 1551 McCarthy Blvd Suite # 207  
Milpitas CA 95035.

☎ +1 510 509 9888

