

A photograph of three business professionals in a meeting. A man in a blue sweater is leaning over a table, looking at a laptop. Two other men, one in a suit and one in a brown jacket, are looking at him. The scene is set in a modern office with large windows and a blue overlay.

# KPIT iSIGHT PLATFORM

Powered by SUMMIT





## KPIT iSight Platform powered by SUMMIT

The KPIT iSight ITOM module powered by SUMMIT comes with unparalleled functionalities to automate operations, and provides an ITIL-compliant platform with capabilities across Incident Management, Change Management, Problem Management, Knowledge Management, Service Request Fulfillment, Availability Management and additionally Asset Management.

The platform is built to support the dynamic nature of next generation operations from End User to the Datacenter. The iSight platform is tightly integrated with SUMMIT's unique ITSM capabilities to support the customer's mission-critical business processes by assisting their digital transformation and enhancing productivity. It provides a single view of event data and metric data for all services, while separating the false/positive infrastructure noise using advanced analytics and machine learning techniques. Following are the main Service Towers:





# IT Operations Management:



## Service Management

iSight Service Management, coupled with SUMMIT's proven Service Management capabilities, enables multiple departments like HR, Finance, Facilities and Procurement to be supported with different SLAs. It uses Operational Intelligence which combines real-time correlation of IT data and predictive technologies to enable IT analysts to facilitate first call resolution. This is done by providing contextual data to create an enhanced awareness of the IT environment.

KPIT along with SUMMIT has implemented the iSight platform for the largest cement manufacturing company in India and among the leading producers of cement globally.

The service desk functions on a 24x7 model, furnishing requests from over 570 locations pertaining to infrastructure and certain local applications. It currently manages 14,000 tickets per month. In addition to this, the services entail asset lifecycle management for over 18,000 assets.

This enables desktide engineers sitting at different locations to resolve day-to-day issues quickly and effectively. Users were given access to a Mobile app to log in, update, modify and track the tickets. SLAs were defined and tracked through the centralized tool.

The solution includes Incident Management, Service Request Management, Change & Configuration Management, Problem Management, Service Catalog, Service Portfolio, Knowledge Management and Release Management with plugins for Gamification and Runbook Automation.

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- 24x7 Service Desk
  - Service requests from 570 locations
  - 14,000 tickets being managed per month
  - Asset Lifecycle Management for over 18,000 assets
  - Mobile app for logging-in, updating, modifying and tracking tickets
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## Asset Management

iSight Asset Management, combined with SUMMIT's ITSM module, focuses on lowering the cost of technology investments, increasing ROI, and bringing IT resources in line with core business objectives. The ITIL 2011 certified solution helps organizations manage Software Compliance, Software Metering, and Hardware Metering via agent-less or agent-based discovery mechanisms, which can mitigate risk, reduce cost and improve return on investments with an operational approach.

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“CIOs are looking for the next generation IT Operations Management Platform. KPIT's iSight Platform is powered by SUMMIT's ITSM software, which enables KPIT to deliver next-gen services through standardization, optimization and innovation.”

Kapil Uniyal,  
Vice President - IMS, KPIT

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## Availability Management

iSight Availability Management is an ITIL 2011 certified module that is designed to proactively collect and monitor availability and performance data across the entire enterprise using agent-based or agent-less technology. The solution can be leveraged using automation to do regular maintenance tasks on the datacenter components whether on premises or on cloud. Following are the components which come under the purview of Availability Management:

- Network and Server Monitoring
- Bandwidth Analysis
- Firewall Log Management
- Configuration Management
- IP Address and Switch Port Management
- Fault Management



## What sets a SUMMIT-powered platform apart



### Operational Intelligence

IT analysts do not work in isolation. Contextual information related to previous scenarios, resolutions provided, associated problems and work-orders and change processes carried out as part of solutions come in handy while resolving the issues. Well-developed knowledge with the current issue provides additional solutions to the analysts. Intelligence built into the system continuously analyzes the patterns in the incidents, and builds a dynamic association of the context which enhances the resolution speed and accuracy.



### Gamification

Gamification helps drive a change in work culture by introducing game mechanics and game design techniques in a non-gaming context. Gamification solutions have been designed thoughtfully to build a workplace that is more competitive and fun for the delivery operations team. It also helps the CXOs to define and reinforce desired behavior in the support staff and drive the right work culture thereby improving productivity and customer satisfaction.

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“Growth, employee productivity and customer satisfaction are the pivotal focus of business leaders today. Almost 70% of IT budgets are consumed by running daily IT operations, and the majority of CIOs are looking to empower digital transformation in their organizations to scale productivity and operational efficiency without the cost disadvantage. We strongly believe that the SUMMIT-powered iSight platform is the right IT productivity enhancer that companies are looking for. We are delighted to have partnered with KPIT to support CIOs in accelerating organizational productivity.”

Satyen Vyas,  
CEO, Symphony SUMMIT

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## Service Automation

Operations which tend to be repetitive in nature can make work monotonous, increasing the possibility of human error. Elimination of these monotonous tasks with service automation can significantly enhance the IT operations process and experience. Moreover, there are standard preventive maintenance tasks that need to be carried out on a periodic basis in optimal control and keeping the assets usable over longer periods of time, enhancing the overall asset life.

# NextGen iSight Features Powered by SUMMIT

## Chatbots

The Next Intelligent Assistant: Chatbot technology using NLP encourages staff to take advantage of the resources available to find solutions before sending in a support ticket.

## Predictive Analysis

Predictive Analysis helps IT service organizations distribute workloads based on data from multiple sources.

## Robotic Process Automation to Automate Operational Tasks

Helps automating many operational tasks to free resources.





To know more about how your organization can benefit from the KPIT iSIGHT platform and SUMMIT's unique ITSM offerings, get in touch with us today!

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