

Microsoft

Microsoft cut root cause analysis turnaround by 40% through Infosys' AI-led mission-critical support

Faster resolutions with agentic AI

Microsoft's Support for Mission critical (SfMC) provides high-reliability support for enterprise customers, focusing on minimal downtime and rapid incident resolution. Any delay or inefficiency in critical support can pose high risk to customer's critical infrastructure availability/operations and trust.

To address this, Microsoft partnered with Infosys to infuse AI capabilities into SfMC's support architecture and deliver mission critical services that safeguard uptime and customer confidence. Leveraging the entire Microsoft AI technology stack, Infosys deployed AI and Agentic AI solutions – Routing and Entitlement Validation Agent that intelligently triage and route critical cases to the most technically aligned engineers and accelerate root cause analysis with automated recommendations through Azure Resiliency Co-relation Engine. The Notes Observation and Validation Agent conducts continuous quality audits, ensuring consistently high service standards across global operations.

The transformation delivered measurable results: critical incident response times improved by 33%, reducing engagement from 15 to under 10 minutes. The time required to create a root cause analysis (RCA) decreased by 40%, accelerating turnaround from five days to just one day and significantly improving overall resolution timelines. Proactive AI-driven insights further enhanced the resiliency of customers' critical workloads. Most notably, service quality reached new heights, virtually eliminating low case handling scores and ensuring over 90% of critical cases now receive top boxed ratings.



"Infosys has been great partner in implementing AI solutions bringing in the best of both Microsoft and Infosys to enhance Customer support experience for Mission Critical Support Customers. These AI solutions on Microsoft technology stack have led to significant synergies decreasing the time required to create a root cause analysis (RCA) by 40% and ultimately supporting our customer satisfaction improvement program. The impact we're seeing today is tremendous and energizing. We are well positioned to increase AI adoption at scale across our Customer Success Org, with our continued partnership with Infosys."

Thomas Steiner, Director – Head of Mission Critical Support, Microsoft