

FROM MANUAL TRIAGE TO INTELLIGENT ASSIGNMENT: AUTOMATING INCIDENT MANAGEMENT AT SCALE



Client Overview

A leading U.S.-based manufacturer of diesel engines, electric vehicle components, and power generation systems operates a large, globally distributed technology landscape supporting mission critical business operations.

The enterprise environment spans Oracle E-Business Suite (EBS), Oracle Cloud SCM, Warehouse Management Systems (WMS), planning platforms, and other tightly integrated applications, all supported through a centralized IT Service Management (ITSM) platform that enables operational consistency and governance across the enterprise.

Within this context, the Oracle EBS AMS support model operates at significant scale, managing 17,000–18,000 incidents per month across three shifts and eight clustered support teams while maintaining strict service level commitments in a high-availability, 24x7 support environment.

Business Challenge

Managing approximately 17,000-18,000 incidents each month across a complex Oracle support landscape required substantial manual triage. The client needed to classify and assign incidents rapidly, meet stringent assignment SLAs, and ensure that the appropriate resources were engaged at the right time.

Key challenges included:

High manual effort required to classify and assign incidents

Response SLAs of 10 minutes for critical incidents, 20 minutes for high-priority incidents, and 30 minutes for medium- and low-priority incidents

Delays caused by manual classification and ticket routing

Reassignment cycles resulting from inaccurate routing

Difficulty aligning ticket ownership with shift rosters, resource availability, and support-cluster responsibilities

A requirement to improve efficiency without disrupting the client's established ITSM ecosystem

The client had standardized on a centralized ITSM, providing a common operating model across business units and geographies.

To further improve service responsiveness and operational efficiency, the organization sought an intelligent automation approach that would complement its existing ITSM investment while preserving established governance processes and user experiences.



Infosys Solution

As the client’s strategic partner for Oracle Application Management Services (AMS), Infosys analyzed incident-assignment challenges and identified opportunities to improve assignment efficiency and service responsiveness.

Infosys implemented an intelligent orchestration solution powered by the Infosys Live Enterprise Automation Platform (LEAP), seamlessly integrated with the client’s existing ITSM platform. The solution analyzes incident attributes and application context, applies configurable business rules, validates workforce availability, and routes incidents to the appropriate support team.

This approach automated classification and assignment without requiring disruptive changes to the enterprise ITSM core

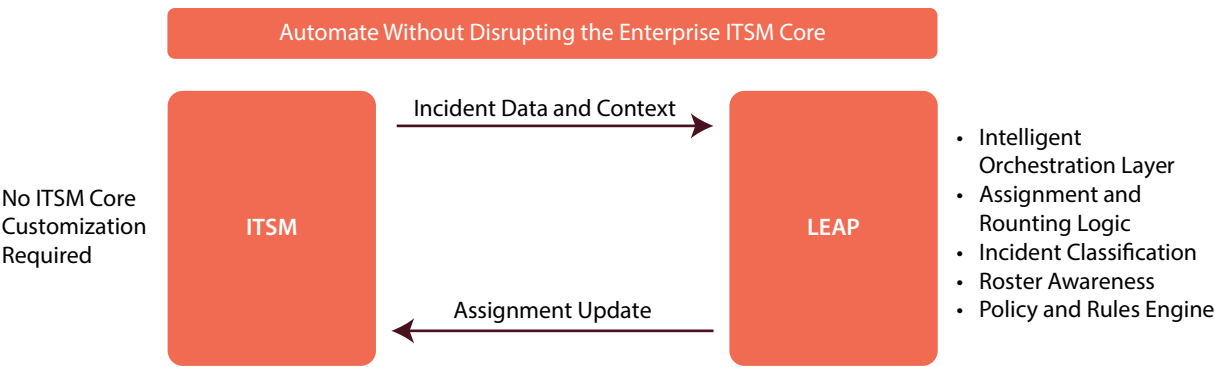


Illustration: LEAP integrates with the client’s ITSM platform to intelligently classify and assign incidents without disrupting the enterprise ITSM core.

Key Solution Capabilities



Business Value Delivered

By automating incident classification and assignment, Infosys helped the client simplify support operations and improve responsiveness across its Oracle application landscape. The solution delivered measurable improvements in both efficiency and service quality.

The solution delivered measurable operational improvements:

Enhanced Operational Visibility

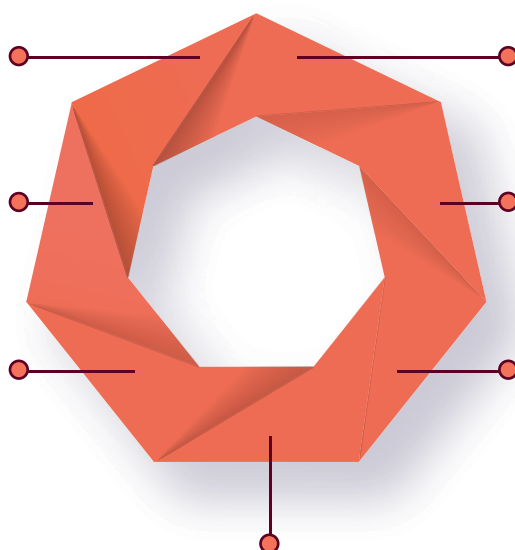
Real-time dashboards provided visibility into assignment trends, SLA compliance, MTTA, workload distribution, and exception patterns, supporting proactive governance and continuous improvement.

Optimized Resource Utilization

Shift-aware assignment and workload-balancing capabilities enabled more effective utilization of support resources across teams, shifts, and support clusters.

Greater Routing Accuracy

Rule-based classification and intelligent assignment reduced reassignment cycles, ensuring incidents reached the appropriate support teams more quickly and efficiently.



Automated Incident Assignment at Scale

The solution automated the assignment of incoming incidents, significantly reducing manual triage effort and enabling support teams to focus on higher-value activities.

Improved Service Responsiveness

Automated classification and routing accelerated ticket ownership, enabling support teams to engage with incidents faster and respond more effectively to business needs.

Reduced Mean Time to Acknowledge (MTTA)

Automated classification and assignment shortened the time required to establish ticket ownership, helping reduce MTTA and the risk of early-stage assignment SLA breaches.

Improved SLA Performance

Rapid and accurate incident assignment helped the client meet stringent assignment SLAs across priority levels and strengthened overall service delivery performance.

Key Results and Impact

17,000-18,000 incidents supported each month.

More than 90% incidents assigned automatically.

Critical incidents assigned within 1-2 minutes

High-priority incidents assigned within 2-2.5 minutes.

Low and medium-priority incidents assigned within 2-4 minutes.

By transforming incident assignments from a manual process into an intelligent automated workflow, Infosys helped the client modernize Oracle application support on scale. The LEAP-powered solution accelerated ticket ownership, strengthened assignment SLA performance, improved routing accuracy, and enabled more effective use of resources across shifts and support clusters. By integrating with the client's existing ITSM ecosystem, the solution established a scalable foundation for continued automation and operational improvement.

For more information, contact askus@infosys.com

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