Your Operations,
Our Responsibility

Real-time seamless data transfer for better productivity & reduced Non Productive Time

Tech Mahindra

**Connected World.
Connected Solutions.**

OVERVIEW

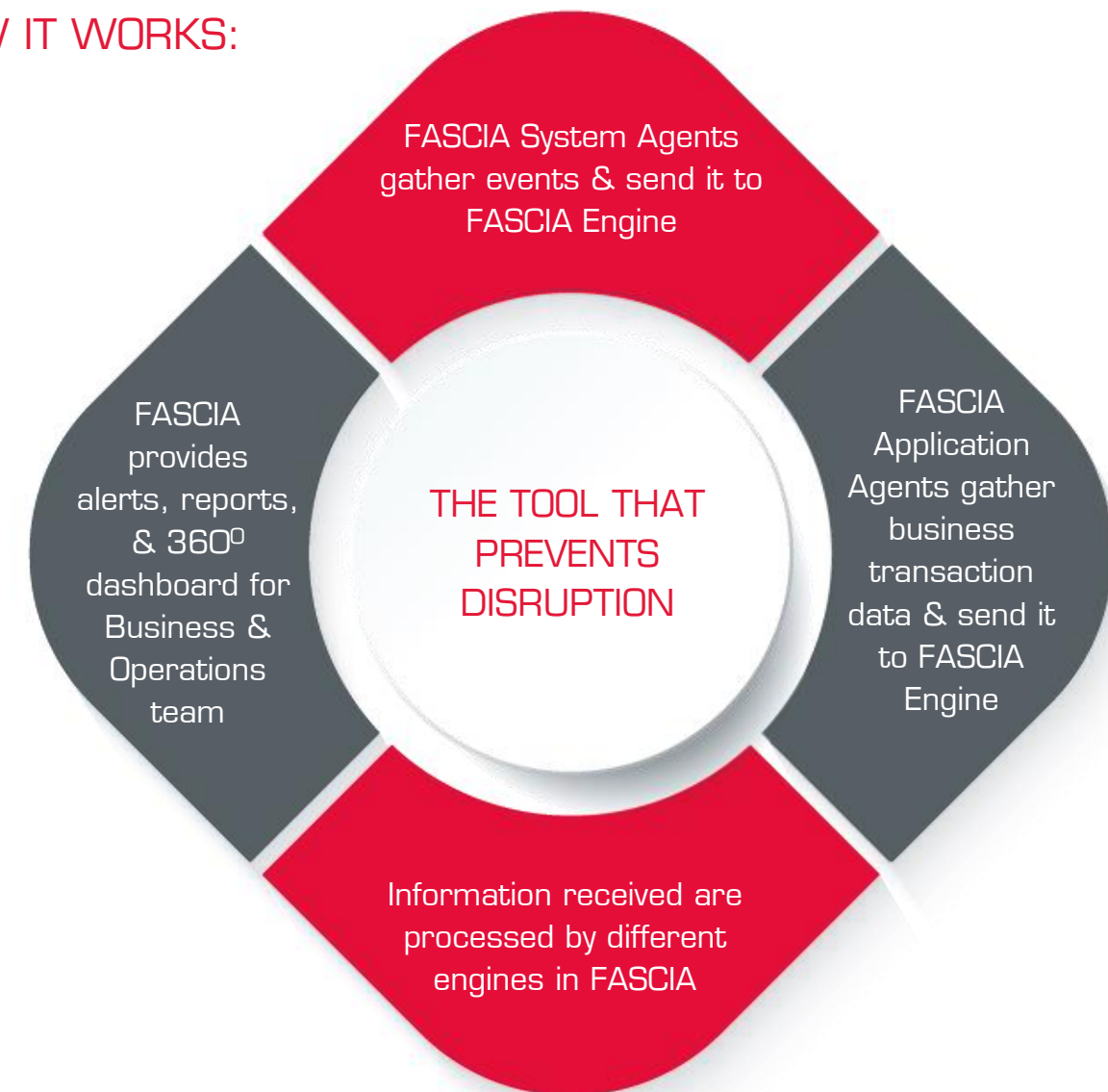**Monitor Your Business/Regulate the Rewards**

Today's organizations face the concern of transaction failures every day. Added to this concern is the frustration of delayed identification of the failure.

At Tech Mahindra we understand the importance of robustness of business operations. FASCIA is a transaction monitoring tool that provides a panoramic view of the organization's operations. It provides real-time alerts of failures as the transactions proceed through the business environment.

FASCIA employs complex correlation and event pattern matching for predicting SLA breach, transaction errors, and transaction load breach and dropped transactions which are normally identified by a notable delay in operation or with a customer alarm.

This tool brings transparency and stability to the forefront. Operational failure monitoring will cease to be a point of concern.

HOW IT WORKS:

FASCIA System Agents gather events & send it to FASCIA Engine

FASCIA provides alerts, reports, & 360^0 dashboard for Business & Operations team

THE TOOL THAT PREVENTS DISRUPTION

FASCIA Application Agents gather business transaction data & send it to FASCIA Engine

Information received are processed by different engines in FASCIA

SOLUTION FEATURES

- FASCIA CockpIT - A visualization engine, Cockpit provides the link between processes' capability and its actual performance. It renders visually the strategic linkage between business aspiration and ability to perform.
- FASCIA InsighT - A rule based correlation engine that provides information about what went wrong, where and why.
- FASCIA ResolvIT - Built on autonomic computing selfhealing paradigm, ResolvIT automatically resolves errors for recurrent events. For unique errors, it offers guided environment for error triage analysis and resolution.
- FASCIA PredictIT - Awareness engine used for situation failure detection

INDUSTRY CHALLENGES

- Distributed systems hinder monitoring of business operations
- Increase in resolution time
- Scattered operations across the globe causes a delay in identifying transaction failure
- Increase in IT operational costs
- Lack of comprehensive view of operations

BENEFITS

- Ensures more proactive resolution than reactive resolution
- Reduces service failures
- Reduces fraud, re-work, escalations, and other inefficiencies resulting from operational mistakes.
- Monitors distributed systems for transaction failures
- Provides reporting and targeted real-time alerts
- Provides Event Correlation Capabilities to infer high level process context
- Suited for Tracking Transactions between Boundary Transactions
- Reduces required manpower, increases automation
- Increases efficiency by providing consolidated information of an organization

DIFFERENTIATORS

- 30% reduction is operations cost in less than 6 months of implementation
- 70% reduction in resolution time
- 55% faster in identifying root cause.
- 80% increase in business transaction visibility.
- 60% reduction on production support huddles
- 20% saving in system integration testing

CASE STUDY

Tech Mahindra Implemented FASCIA for a leading mining company in Australia that required a tool that could monitor transactions across its ten operational units and provide alerts in real time.

The customer benefitted by achieving 30% reduction in operational costs

Connect with us to know more: connect@techmahindra.com