



Transforming Cloud Operations for a Global Chemicals Leader

Driving 40% operational cost reduction, governance, and agility through a unified, automation-led operating model





As a global leader in dyes and specialty chemicals, renowned for its commitment to sustainability and innovation in the manufacturing sector, the company employs over 4,500 people across 30 production sites worldwide. Following strategic acquisitions, the organization aims to strengthen its global market position through scale and innovation.

Managing Complexity in a Multi-Vendor Model

Despite its global success, the company faced growing challenges in its IT and cloud operations. Multi-vendor setup led to customer dissatisfaction, delayed resolutions, and fragmented governance. Disjointed ownership across vendors caused inefficiencies, inconsistent SLAs, and slower decision-making. The leadership recognized the need for a single-vendor managed service model that would unify delivery, enhance transparency, and ensure proactive monitoring, all while keeping costs competitive.

With a proven ability to deliver transformation through an optimized target operating model, automation-first processes, and a robust accelerator toolkit, Brillio was selected as the partner to lead the shift from reactive management to proactive, insight-driven operations, ensuring stronger governance and operational scalability across the organization's cloud infrastructure.

Fragmented service delivery and operational silos limited efficiency and accountability.

A Unified, Automation-Led Cloud Operations Framework

A single-vendor model was implemented, consolidating Infrastructure, Cloud, Security, SAP, and Network under unified SLAs. At the core of the transformation was an L1.5 integrated layer that connected IT functions through structured knowledge engineering, enabling faster first-level resolution and consistent governance.

Through AIOps-driven monitoring and predictive analytics, proactive issue detection and prevention were enabled. Intelligent automation streamlined operations across IT functions, delivering self-service kits, runbook automation, and ChatOps capabilities, all supported by centralized dashboards for unified reporting and insights.

Consolidating IT functions under a single SLA with intelligent automation and proactive AIOps.

Integrated Governance and Process Automation

Extensive assessments were conducted to understand the seasonality of the organization's IT incidents averaging 3,800 incidents monthly, with spikes of up to 6,800 incidents. Analysis revealed that over 25% of tickets stemmed from basic authorization and password issues, compounded by siloed IT functions and limited proactive monitoring.

To address this, an integrated operating model was introduced, featuring automated runbooks, a streamlined escalation matrix, and a unified governance framework anchored on a single SLA. The model included customized service catalogs and automation-led operations, enabling faster resolution and better service predictability across all categories of applications.

Workshops, assessments, and co-innovation guided a smooth and measurable transition.

From Reactive to Predictive IT Operations

By embedding automation, analytics, and unified governance into its IT operations, the client achieved a scalable, sustainable model that not only enhanced performance but also aligned with its broader commitment to innovation.

The new framework enabled teams to shift focus from routine maintenance to strategic initiatives, supported by predictive monitoring and intelligent automation that prevented issues before they could impact users. Centralized dashboards provided full operational visibility, allowing data-driven decision-making and faster root-cause analysis, while self-service capabilities empowered users to resolve common issues independently.

Together, these improvements transformed the organization's IT landscape from reactive firefighting to a proactive, insight-led model, one that drives continuous improvement, higher reliability, and measurable business value across every layer of operations.

- 40% cost savings on operational spend by Year 5
- 20% reduction in tickets and outages through AIOps and self-service
- 20% improvement in Mean Time to Resolution (MTTR)
- 25% faster first-level issue resolution via the L1.5 support layer

Delivering measurable value through cost savings, efficiency gains, and smarter operations.



ABOUT BRILLIO

Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises. Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise. Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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