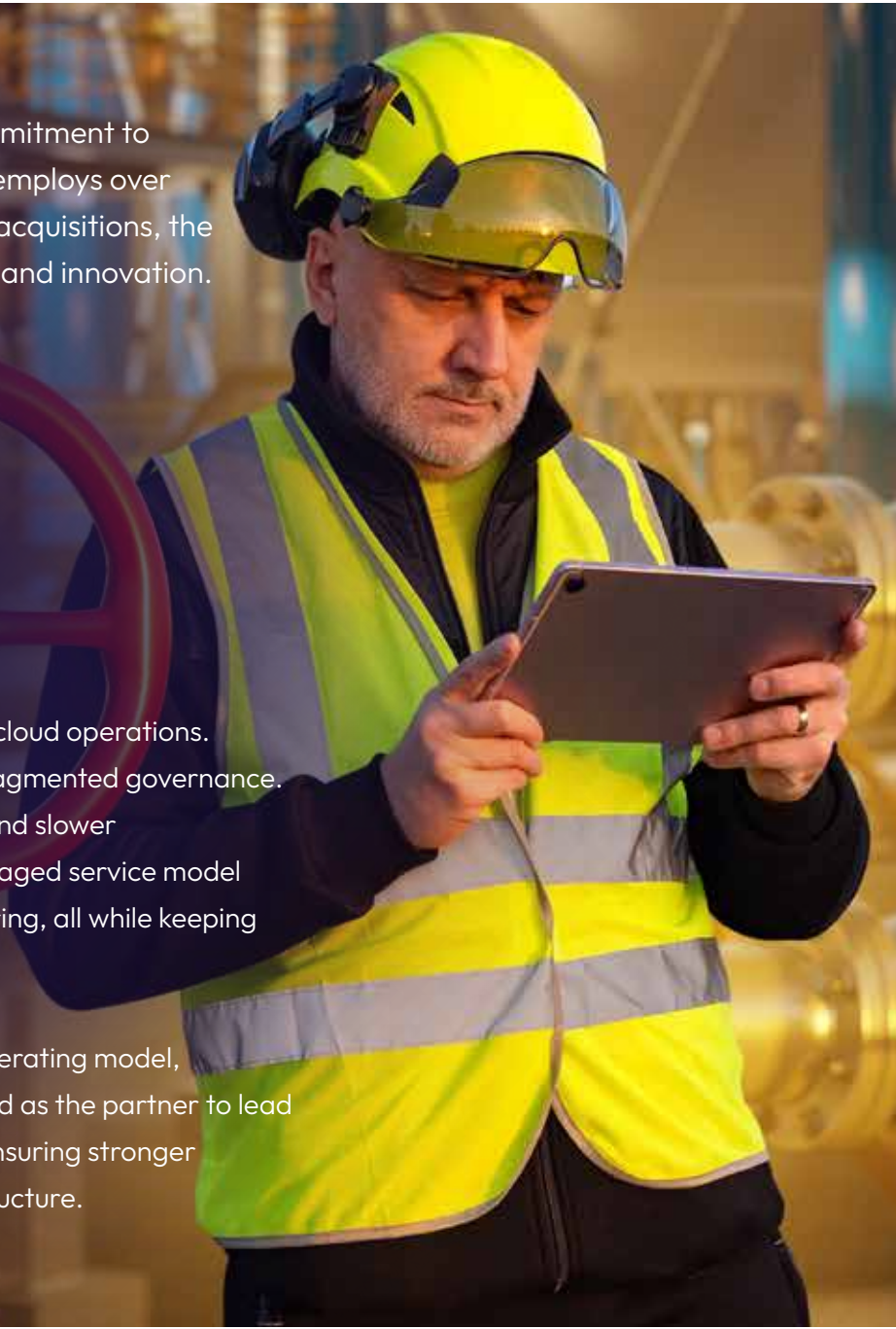




Global Chemicals Leader Reduces IT Costs by 40%

Streamlining IT operations through a single SLA, predictive monitoring, and intelligent automation



A man wearing a yellow safety helmet with a headlamp and a high-visibility yellow safety vest over a dark jacket is looking down at a tablet computer. He is standing in a factory or industrial setting with large machinery and pipes in the background. The lighting is warm, suggesting an indoor industrial environment.

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

Fragmented service delivery and operational silos limited efficiency and accountability.

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.

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 The Enterprise AI Accelerator helping Fortune 1000 companies move from AI ambition to scaled impact, faster. Powered by our AI accelerator platform – Agentic Data and Application Management (ADAM), Brillio is one of the fastest-growing digital technology service providers, delivering transformation across five core workstreams: business-led transformation, customer experience transformation, AI and data engineering, digital engineering, and infrastructure engineering.

With 14 delivery locations across North America, Europe, and Asia and a team of over 6,000 customer-obsessed professionals, Brillio combines deep industry expertise, modern engineering, and accelerators to deliver measurable outcomes. Headquartered in Dallas, Texas, Brillio serves clients globally with a commitment to speed, scale, and measurable impact.



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