Scaling IT Resilience with AI-Led AMS: Real-World Impact Across Industries



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As enterprises face growing demands for agility, resilience, and cost optimization, traditional Application Management Services are being pushed to their limits. Fragmented monitoring, reactive incident resolution, and limited visibility into IT performance are no longer sustainable in today's complex, hybrid environments. The future of AMS lies in intelligent, AI-powered platforms that not only automate issue resolution but deliver deep, persona-based insights to drive business value.

Brillio's AI-led AMS framework is designed to meet this future head-on. Through real-time observability, intelligent automation, and role-specific dashboards, enterprises are transforming how they manage, scale, and evolve their IT environments. This eBook showcases the real-world business impact of Brillio's AI-led AMS approach across three diverse industries: banking, manufacturing, and telecommunications. These use cases demonstrate how modern AMS enables organizations to reduce costs, improve service delivery, and increase operational resilience.

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Unlocking Network Efficiency and 40% Reduced TCO for a Global Bank

A leading American financial institution partnered with Brillio to modernize its complex network infrastructure and drive operational efficiency at scale. The client faced challenges around scalability, connectivity, security, and cost. Network capacity was insufficient for expansion, legacy devices needed decommissioning, and security vulnerabilities required urgent attention. Manual efforts to manage devices and upgrades were creating inefficiencies and delays.

Brillio's Solution

Brillio implemented automation-driven processes to streamline the management of routing, switching, firewalls, SD-WAN, wireless, proxy, and DDI components. By leveraging tools like Ansible, Turbonomic, and Python scripts, Brillio laid the foundation for automated network diagnostics and troubleshooting. The solution also included 24x7 Tier 4 global support for WAN and telecom operations, architectural design upgrades, and a roadmap to ensure future scalability and compliance.

Business Impact

The engagement delivered a 25% improvement in workload efficiency and 40% savings in annual TCO. Network visibility and security posture significantly improved. The client accelerated the deployment of new devices with fewer disruptions and achieved seamless network management. Operational excellence was enhanced with reduced maintenance costs, streamlined processes, and regulatory compliance.

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Reducing Resolution Times by 40% for a Global Thread Manufacturer

A UK-based manufacturer of apparel, accessories, and footwear products faced several IT challenges across a global footprint of 7,000+ users, 100+ applications, and 190+ VMs. Issues included minimal ticket status visibility, high manual effort on non-value tasks, slow resolution times, and limited automation. Application downtime and manual network monitoring were also impacting performance and user satisfaction.

Brillio's Solution

Brillio deployed an industry-standard ITSM platform along with a robust governance model for both internal and external apps. Integrated operations (L1-L3) and provided 24x7 support for SAP and non-SAP applications, while improving application onboarding through DevOps and CI/CD process support. The solution also included SaaS-ification of SAP apps, enhanced knowledge repositories, SOPs for resolution, and proactive monitoring for faster response.

Business Impact

The company achieved a 40% reduction in MTTR, a 20% improvement in First Level Resolution, a 30% boost in application availability, and a 95% reduction in lead time. User experience was unified and consistent, with 60% fewer escalations to L1 support. The enterprise also reported reduced contact center volume and a measurable improvement in IT maturity and readiness.

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Modernizing Telecom Operations with AI and Automation with 20% Faster Resolution Times

One of the world's largest telecommunications providers, headquartered in the US, serving both retail and enterprise customers, required a modern AMS framework to address process inefficiencies and unify support operations. Challenges included complex ticketing workflows, inconsistent SLA adherence, and the need for integrated AI and analytics to guide service decisions.

Brillio's Solution

Brillio served as a strategic advisor and implemented a phased plan to consolidate AMS operations. Key initiatives included Generative AIOps -self-healing systems, process automation, chatbots, AI-enhanced dashboards, and automated service reporting. A persona-based personalized support model tailored to different support tiers enabled faster resolution of high-priority incidents and proactive SLA management.

Business Impact

The client achieved a 20% reduction in MTTR, 98% SLA compliance, and a 10% increase in First Level Resolution. An automated system was introduced to eliminate repetitive tasks, while machine learning-based insights supported performance tuning and resource optimization. Ticket audits and AI-powered interventions helped improve quality and reduce costs across both enterprise and retail operations.

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Redefining AMS for the Modern Enterprise



These case studies underscore the real-world impact of Brillio's AI-led AMS framework. From modernizing network infrastructure and streamlining application support to improving SLA performance, Brillio has helped enterprises move beyond break-fix models and into predictive, resilient, and automation-driven operations.

In today's digital economy, AMS is no longer just about keeping systems online – it's about enabling intelligent decisions, reducing complexity, and improving business outcomes. Brillio's AI-led approach provides enterprises with the tools to future-proof their IT environments while staying agile, efficient, and customer-focused.

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ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 17 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 7,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.



https://www.brillio.com/
Contact Us: info@brillio.com

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