

TAVANT

UNLOCKING DATA EFFICIENCY FOR A CONSUMER TECHNOLOGY GIANT

*How Tavant Optimized Data
Operations and Infrastructure with
AI-Driven Strategies*



THE CLIENT AND THE CHALLENGE

A globally recognized technology leader, known for its ecosystem of digital services, cloud storage, and subscription platforms, relies on a robust data infrastructure to support analytics and operational workflows. However, frequent disruptions, excessive alerts, and slow escalations led to delays in issue resolution and a growing backlog of unresolved tickets, impacting service delivery. Additionally, limited reporting capabilities restricted visibility into platform health and performance, while an over-reliance on higher-tier teams left first-line support without the tools

THE SOLUTION

Tavant collaborated with the client to enhance platform operations through automation, AI-driven monitoring, and advanced workflows. The solution focused on four key areas: Incident Resolution, Automation, Real-Time Monitoring, and Cost Optimization. By implementing a 24/7 operational support framework and streamlining escalation processes, we significantly reduced downtime and improved system reliability.

THE IMPACT

Tavant's AI-driven approach transformed the client's data platform operations, leading to greater stability, reduced downtime, and enhanced team productivity. Incident resolution times improved drastically, with Mean Time to Acknowledge (MTTA) reduced by 91% and Mean Time to Resolve (MTTR) cut by 97%, while AWS-specific optimizations led to a 53% decrease in cloud-related MTTR. These improvements streamlined workflows, empowered teams with actionable insights, and enabled a shift from firefighting to strategic initiatives. As a result, the client achieved greater agility, cost efficiency, and scalability, positioning them for sustained growth in an increasingly data-driven and service-oriented landscape.



INCIDENT RESOLUTION AND SUPPORT OPTIMIZATION

Reduced unresolved tickets by 83%, ensuring faster service delivery, while optimizing alerting mechanisms to cut noise and prioritize critical issues.

AUTOMATION AND AI-DRIVEN MONITORING

Streamlined access requests, infrastructure deployments, and maintenance activities, while AI-powered anomaly detection enabled proactive issue resolution and improved system stability.

REAL-TIME MONITORING AND INSIGHTS

Provided real-time visibility into platform health, performance metrics, and ticket statuses through advanced dashboards, minimizing disruptions by detecting and addressing potential failures early.

COST OPTIMIZATION AND EFFICIENCY GAINS

Optimized infrastructure usage, resulting in \$1.3 million in monthly savings, while enhancing resource utilization to support the company's growth objectives.