



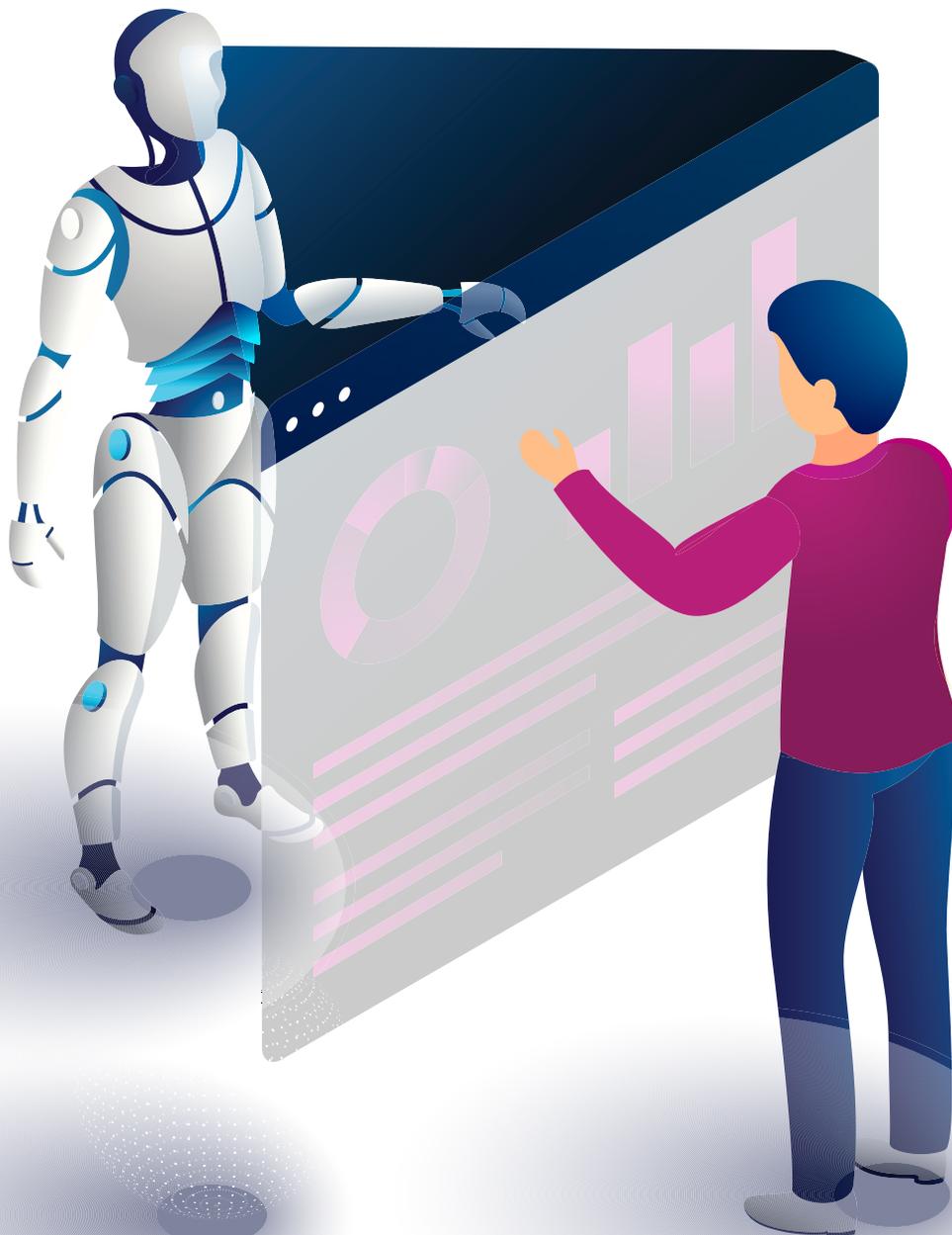
**BOSCH**

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# AI Driven Application Management Services:

## A Smarter Way to Manage Business Processes





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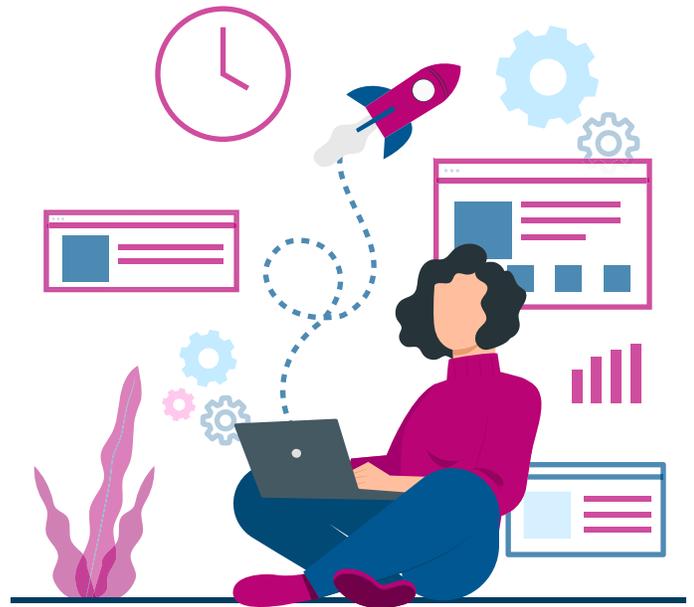
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# INTRODUCTION

Applications have become the backbones of today's enterprises. They integrate various functions and departments and help create a well-stitched transparent view of what's happening across the organization. These applications and systems, while necessary could be complicated to manage and run on a daily basis. Even after investing millions of dollars, often businesses fail to leverage the full potential of their SAP solutions.

SAP Application Management Services (SAP AMS) are processes and methodologies for maintaining, improving and managing enterprise SAP environments. AMS include application management performance, batch monitoring, maintenance, customization, administration and support. However, technologies are changing at a lightning speed and it is extremely difficult to keep pace. Traditional AMS may not be the right solution in a rapidly changing environment and could present numerous challenges of their own.



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# CHALLENGES OF TRADITIONAL AMS

While AMS was supposed to aid the functioning of SAP systems, traditional AMS could add additional baggage to any organization's IT infrastructure and could in fact slow things down. Considering the challenges of changing environments and the need for continuous improvement, one could end up with a legacy system that becomes a liability instead of an asset.



High volume of tickets



Haphazard problem-solving



Low productivity



Lack of continuous improvement



Wavering service quality

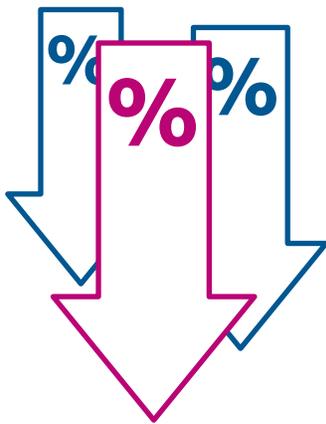
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# AI DRIVEN AMS

The best way to overcome the challenges presented by a traditional AMS is to leverage data driven technologies such as AI and Machine learning to make you AMS smarter. While AMS does what it does best- running standard operations, AI and Machine Learning adds a wrapper of intelligence to run your operations efficiently.

AI-driven AMS provides access to analyse live feed data and uses automated actions to respond in real-time. This gives the system the agility it needs to keep up with consistent inputs. This basically translates to break-free maintenance, and a host of additional benefits such as speed and agility with reduced risks, optimization of cost and improved customer service levels, while enabling generation of business value and promoting adoption of innovation in an otherwise traditional area of IT operations.

Some of the key business values driven by AI as an intelligence layer are enlisted below:



## Reduced Ticket Velocity

AI enabled AMS can help reduce ticket velocity by automating ticket prioritisation and by accurately predicting ticket velocity for up to 3-4 months. It also recognises redundant tickets, performs casual categorisation which can, overtime, reduce the ticket velocity by 60% allowing for more efficient ticket management.



## Clear and Well-organized SLAs

One of the most time-taking tasks at application management helpdesks is the delays in ticket resolution due to ambiguous SLAs. While normally it would be the helpdesk's task to define SLAs, with AI, AMS SLAs can be assigned based on the historical ticket resolution time, and past complexity of the task with minimum manual input, which reduces the delay and room for errors.





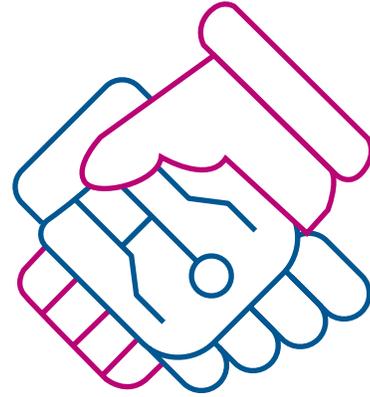
## Value-added Cost Savings

AMS alone saves enterprises a lot of manhours and other resources spent in the upkeep of data. An AMS backed with AI can help save a significant volume of management costs. Focusing on AI, the system helps cut costs as well as reduces the burden on the helpdesk team. This allows the company to channel their money and resources into growth-oriented activities while the day-to-day application maintenance and management is taken care of by the experts.

## Automated Ticket Routing and Categorization

Every time a service ticket is raised, two of the key factors that have an impact on the resolution time is the right prioritization of the service ticket and routing of the ticket to the right expert.

AI streamlines this process by using data models built on the historical data of previous service tickets. It categorizes the tickets using natural language processing techniques and also takes into account the ticket hops of previous service tickets to identify the right resource for a particular incoming service request.



## A Smarter AMS

Enterprises are in need of software that could accompany them in a journey of continuous learning. AI-driven AMS recognizes hidden patterns in data and learns from it to continuously improve processes. It is the best combination of humans and machines working together to quickly adapt to the changing needs of the business environment.

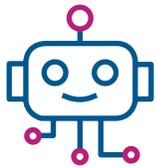
## Automated Ticket Resolution

AI and ML technologies can be used effectively to automate the handling of incoming service tickets. For the various identified ticket categories, based on a pre-defined SOP (Standard operating Procedure), NLP based categorization and classification models together with RPA can be used for automated resolution of tickets in a seamless manner.

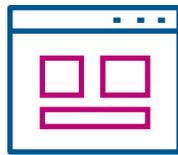
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# BOSCH INTELLIGENCE GRID

Backed by talented experts and an innovation-led work culture, Bosch's AI-driven AMS brings the perfect solution for the modern-day enterprise. With smart features like RPA for automating repetitive tasks and chat bot for quick assistance, Bosch SAP AMS provides proactive monitoring, efficient ticket dispatching, accurate SLA tracking and comprehensive service request automation.



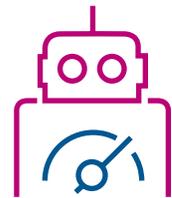
Robotic Process Automation



APL Solution



Problem Management



Chat Bot



Solution Search



Automation



Intelligent Service Mgmt Tools



AI Based Smart Solution (Python, AI, ML) SOLai



Knowledge Management System (Ticket data, Known Error, Keywords, Data Pattern)



## High Quality Service

The challenge is to make technology work in a way that it meets business expectations without compromising on quality, availability and reliability. At the same time the services must offer the flexibility needed to adapt quickly in a dynamic environment. Bosch with its talent pool of expert consultants from a variety of domains employ best practices to provide quality service, offering businesses the flexibility to choose between dedicated support and pooled support.



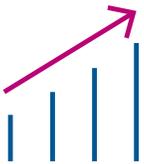
## Decreased Total Cost of Ownership

Managing a multi-vendor environment with costs distributed across multiple services could be a hassle. Ensuring adherence to SLAs is also a major challenge in such environments. Bosch SAP AMS helps optimize operations by integrating all requirements in one place, reducing the total cost of ownership.



## Business Continuity

Switching from one system to another can often cause undue havoc. Shifts and transformations are challenging not just due to the workforce having to learn new methods of working but also due to operational breakdowns and halts. Bosch AMS is designed to allow business processes to run reliably and continuously without being disrupted due to IT changes.



## Sustainability and Scalability

Real value-addition from AMS comes only when it helps build a sustainable and scalable business for the long-term. A scalable end-user buy-in strategy makes new IT deployment not only more cost-effective but also provides a better and a happier experience for everyone involved.

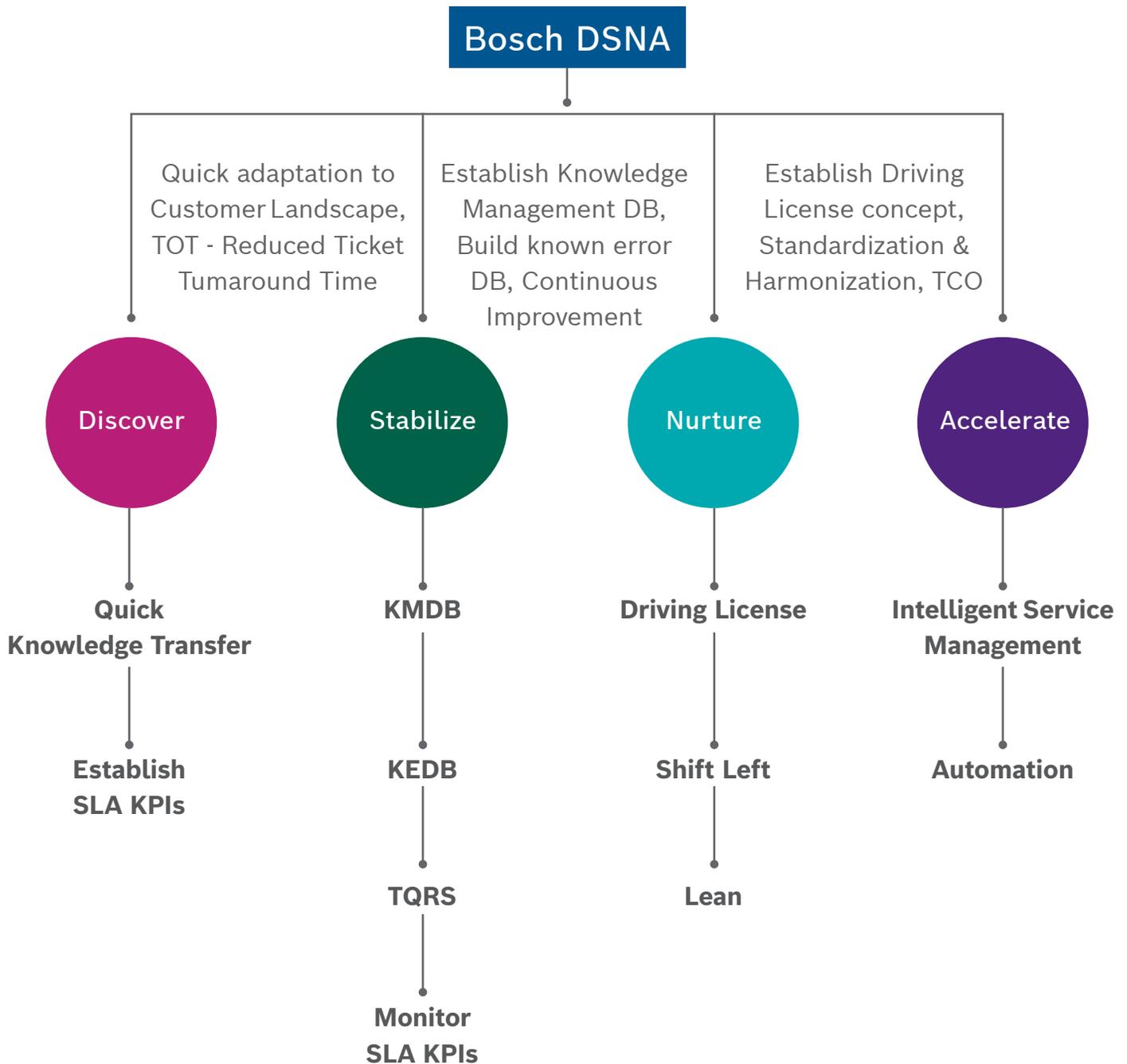


## Business Process Optimization

As organizations become more process-centered, the need for agility for provisioning resources & services, and adaptation & optimization of business processes become mandatory. With AI at the core of everything that Bosch does, business process optimization comes naturally. Bosch AMS supports business process optimization by design, thus relieving the IT team from worries about having to update the systems, software and processes continuously.

# BOSCH DSNA: TRANSITION SEAMLESSLY

The Bosch DSNA model brings an innovative approach towards implementation of the AI-driven AMS. While everything sounds rosy at the concept level, implementation is where the real challenge lies. With its well-curated DSNA model, Bosch aims to make transitions from legacy systems and practices to AI-AMS easier and smoother.





## Discover:

We understand customer needs and quickly adapt the solution to suit the landscape. The Bosch team acts as an extended IT department which requires a deep dive knowledge of the customer's business. Our innovation lies in seamless transfer from the existing vendors without any business disruptions. At the discover stage, we establish SLA KPIs and 24/7 support to guide the customers throughout the entire process of setting up the solution.



## Stabilize:

The next phase is all about making the transition stable enough so that all known learnings can be integrated into the system. This is done by establishing a comprehensive knowledge management database and creating a ticket quality review system for high performance. Our goal is to enable the end-user to raise lesser and lesser tickets over a period of time thus adding more value to the organization.



## Nurture:

Bosch establishes a customized Driving license concept so that knowledge transfer happens smoothly and efficiently. Most organizations experience employee migration, transfers, attrition and rotation. By establishing a driving license, Bosch ensures that new employees are equipped with the right set of knowledge and skills and are capable of handling the project without hampering customer satisfaction.



## Accelerate:

Once all the parts are in place, that's when the organization can push the accelerator. This is done by leveraging AI/ML algorithms for pattern recognition and intelligent support. By employing automation for repetitive and administrative work, the workforce can focus more on strategic priorities while the AMS optimizes processes for continuous improvement. Self-enabling

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# AI AT THE CORE

Artificial Intelligence today, cannot be a layer added on top of a system or process. It has to be at the core of your operations. With AI at its core, the AMS becomes truly efficient at resolving performance issues, monitoring of transaction metrics and dealing with issues related to API and middleware at all levels of support. With a smart AMS, you can easily predict errors in SAP process flow without having to wait for it to show up at a later stage. Features such as self-healing in case of process non-compliance make it even more powerful.

Bosch SAP AMS supports business applications worldwide for a variety of industries. From incident management to change management, from service requests & monitoring to language layer support, an AI led AMS could be programmed to do a lot more than one could imagine. Bosch's innovative way of integrating value to service transforms AMS from a cost factor to a value factor.



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