

DATA SHEET

Accelerate agility  
and innovation with  
genAI-augmented  
managed services

**virtusa**

# Empower your IT operations with AI-powered automation and predictive insights



## Skyrocketing costs:

Downtime costs have skyrocketed, reaching \$72,000 per minute.



## Data overwhelm:

The global data sphere is set to explode to 175 zettabytes by 2025, making manual management impossible.



## Human intervention bottlenecks:

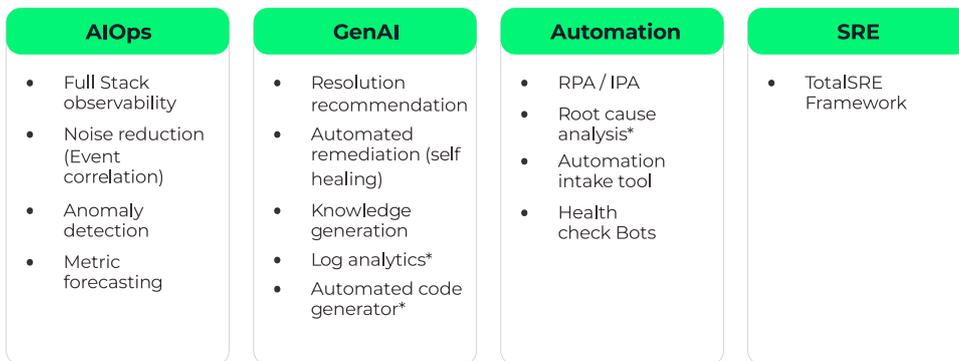
26% of organizations identify manual intervention as a major barrier to improving service assurance.

### Current state

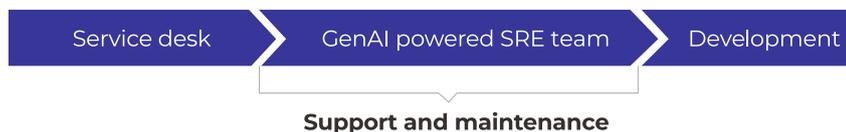


### How?

### Future state



\* Future release



# Virtusa Helio Operate offers a transformative solution to these RunOps challenges.

## By embracing our approach, you can:



### Reduce costs:

Streamline operations and minimize downtime, leading to substantial cost savings.



### Enhance efficiency:

Automate repetitive tasks, freeing your team to focus on strategic initiatives.



### Improve service quality:

Leverage AI-powered insights to address issues and improve customer satisfaction proactively.

## Virtusa Helio operate optimizes RunOps with genAI at every step with a comprehensive suite of solutions for enhanced efficiency:

### Knowledge base generation service:

Automatically generate and update knowledge bases for faster issue resolution.

### Intelligent chatbot:

Provide 24/7 support by intelligently understanding the user context and answering dynamic queries.

### Automated ticket resolution service:

Automatically resolve tickets without human intervention by reducing manual effort.

### Automated code generator service (L3 team):

Accelerate development and deployment with automated code generation.

### Automated diagnostics service:

Quickly identify and diagnose issues using AI-powered tools.

### Log analytics service:

Gain valuable insights from log data to optimize performance and increase human efficiency.

### Resolution recommendation service:

Generate resolution for complex issues using the trained knowledge articles.

# Why choose Virtusa

Our engineering first approach and in-depth industry knowledge empower us to innovate and build new solutions to solve today's leading business challenges. We are your trusted partner for AI-driven digital transformation, backed by:

- **Deep industry expertise:** Our extensive experience across various industries enables us to tailor solutions to your specific needs.
- **Cutting-edge technology:** We leverage AI and automation technologies to deliver innovative solutions.
- **Proven track record:** Our successful history of delivering results for clients worldwide speaks for itself.

## Demonstratable results from real-world

- Transformed a major US Bank's contact center by boosting chatbot efficiency to **60% and saving over \$10 million annually.**
- Implemented genAI-powered Intelligent ChatBot for a US-based Insurance provider, **improving the CSI to 99.999% and efficiency by up to 40%**
- **Enhanced operational insights and streamlined workflows** using genAI for resolution recommendation and Log analytics for a British banking and financial services company. Helping customers to **increase efficiency by up to 20%.**
- Implemented automated resolution services that **drastically improved up to 30% MTTR for a US-based health benefits provider.**



# Our deep partnerships have the potential to turbocharge your next big move!

 <p>2000-member genAI CoE to use our domain expertise to accelerate adoption of Google's genAI technology by enterprises.</p>	 <p>AWS Data Lab program for accelerating adoption of data and AI solutions using AWS stack for select customers.</p>	 <p>Azure Innovate program for investments towards the development of AI and genAI solutions for strategic customers</p>	 
<p><b>Solutions</b></p>	<p><b>Solutions</b></p>	<p><b>Solutions</b></p>	
<p>Trader dashboard</p>	<p>Media ad sales</p>	<p>Clinical trial solutions</p>	
<p>Contact center automation</p>	<p>Long form video mining</p>	<p>Wealth management solutions</p>	
<p>Virtusa unveils new generative AI center of excellence to empower business transformation.</p>	<p>Virtusa signs strategic collaboration agreement with AWS to unveil new generative AI and data lab to maximize impact of AI.</p>	<p>Virtusa wins of the U.S. Partner of the Year Award for Azure Modernizing Applications.</p>	

Say hello to Virtusa Helio and get started today.

Ready to take your digital transformation journey to the next level?

Contact us at [helio@virtusa.com](mailto:helio@virtusa.com) to schedule a demo and learn how Virtusa Helio's AI-driven solutions can drive measurable results for your business.

To learn more contact us today at [marketing@virtusa.com](mailto:marketing@virtusa.com)



Virtusa is a global product and platform engineering services company that makes experiences better with technology. We help organizations grow faster, more profitably, and more sustainably by reimagining enterprises through domain-driven solutions. We combine strategy, design, and engineering, backed by unmatched expertise at the intersection of industry, business, and technology to generate real-world business impact for clients.

Headquartered in Massachusetts with global delivery centers, Virtusa provides a broad range of services, solutions, and assets, including strategy and design, AI advisory and services, digital engineering, data and analytics, digital assurance, cloud and security, and managed services across industries such as financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology.

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