

SymphonyAI Summit helps United Breweries make their IT system future-ready

Find out how SymphonyAI Summit's IT Operations Management solution transformed United Breweries' IT ecosystem.



We looked for a nimble, agile, faster solution that would keep changing and adapting with the times, and SymphonyAI Summit was perfect"



S. Ramakrishnan
Divisional Vice President, IT, United Breweries



SymphonyAI Summit, the next generation IT operations platform helping organizations boost productivity, efficiency and agility, and is tailor-made to reinvent the effectiveness of legacy systems. United Breweries, one of the largest beer manufacturers in India, partnered with SymphonyAI Summit to overcome the hurdles they faced due to outdated system adoptions.

The challenge

- Lack of standard reports
- Poor interfaces
- Jaded look for front-end users
- Need for a large number of trained support staff
- Need for a rapid application development platform

The solution

- An on-cloud SymphonyAI Summit system on Azure integrated workflow application management through SDLC
- A seamless front-end created a better user experience
- The workflow-based and fully automated system was customized to capture all events from service request to fulfilment in a multi-channel deployment mode (e-mail, portal, and mobile)
- Analytics-driven reports on asset usage, lease and warranty information ensured all events were recorded, configured, and analysed, and decisions taken based on accurate insights

The impact

- Improved efficiency and productivity with enhanced SLA and FCR performance
- Superior user experience leading to improved user satisfaction
- Multiple channel enablement for ease of use and execution — mobile, web portals and e-mail
- Higher motivation of IT service support staff, leading to higher productivity
- Comprehensive, targeted and customized reports for real-time status and decisions
- Automation of routine processes for improved value-add

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:

summit.sales@symphonysummit.com