PROVEN TRACK RECORD

Real Outcomes from Real Engagements

A documented record of measurable impact delivered across enterprise IT operations — from predictive incident intelligence to analyst-driven efficiency gains.

Client names are withheld under confidentiality. All metrics and results are factual.

CASE STUDY 01

Pharmaceutical

Global Pharma Enterprise Cut Critical Incidents by 40% Using Predictive ITSM Intelligence

Enterprise IT Operations · 60+ Mission-Critical Apps · ServiceNow · Power BI · Power Automate

THE CHALLENGE

A global pharmaceutical enterprise was experiencing frequent, unpredictable critical incidents across 60+ dependent applications. With 6M+ ITSM event logs in ServiceNow, the data to prevent incidents existed — but no one was reading the signals. Incident spikes during major product launches caused cascading failures and costly manual escalations.

WHAT WAS DONE

→ Analyzed 6M+ ServiceNow event logs using statistical pattern analysis and EDA

→ Developed SQL and DAX-based predictive models in Power BI to flag potential MIs

→ Built Power Automate notification workflows triggered on MI risk threshold breach

→ Integrated Salesforce and Databricks into Power BI for real-time health monitoring across all dependent apps

OUTCOMES ACHIEVED

40%	**40%**	**30%**	**30hrs**
Critical incident reduction	MTTR reduction during launches	Overall incident volume drop	Daily support hours saved

> *"What used to be weekly firefighting became a managed, predictable operation. The team shifted from reactive incident response to proactive risk governance — dashboards telling them where to look before the phone started ringing."*

CASE STUDY 02

Pharmaceutical

60% Reduction in Ageing Tickets and 20% CSAT Improvement Through Ticket Intelligence

Multi-Tier IT Support · 10,000+ Tickets Analyzed · Power BI · ServiceNow · EDA

THE CHALLENGE

Despite 91% SLA compliance on paper, customer satisfaction scores were stagnating. Thousands of ageing and reassigned tickets were accumulating silently. The team was working hard — but on the wrong things. Leadership couldn't identify the real CSAT drivers because dashboards only showed what happened, not why.

WHAT WAS DONE

→ Conducted deep EDA across 10,000+ ageing and reassigned tickets — patterns by group, CI type, and shift

→ Performed RCA on SLA breaches — mapped concentrations to specific groups and handover periods

→ Discovered FCR rate, not resolution speed, was the primary CSAT driver

→ Built CSAT-FCR correlation dashboard and Group Transfer Sankey Chart exposing routing loops

→ Recommended targeted SOP changes and objective coaching data for team leaders

OUTCOMES ACHIEVED

60%	20%	↑ FCR	1 Qtr
Ageing & reassigned ticket reduction	CSAT score increase	First Contact Resolution uplift	Time to achieve CSAT gains

"The team stopped chasing volume metrics and started managing quality signals. Managers had objective data for coaching conversations. Customers noticed — satisfaction scores improved within a single quarter."

CASE STUDY 03

Testing & Inspection

212 Support Man-Days Saved Annually by Eliminating Non-Value-Added Work Through Analytics

Global Application Support · Team of 10, 24x7 Operations · Power BI · Python · SQL

THE CHALLENGE

A global application support team was at zero bandwidth. Every day was consumed by growing ticket load and reactive tasks, leaving no room for quality work or upskilling. Leadership had no data showing where time was actually going — or where automation could help most.

WHAT WAS DONE

→ Performed effort tracking analytics using Power BI and Python — mapped every activity category against time consumed

→ Identified large proportion of daily effort in repetitive, non-value-added tasks suitable for automation

→ Designed and implemented automation workflows removing manual steps from high-volume tasks

→ Applied SQL optimization and EDA to reduce task backlog by 40%

→ Initiated cross-skilling program and People Change Management initiative to sustain gains

OUTCOMES ACHIEVED

212	50%	Zero	↑ Skills
Man-days recovered annually	Task backlog reduction	Bandwidth constraint	Cross-skilling established

"The 212 man-days recovered weren't just a number. They represented capacity reinvested into quality work and proactive improvement — rather than endless ticket firefighting. The team went from survival mode to operational stability."

CASE STUDY 04

Testing & Inspection

25% Faster Application Performance and Reduced Incident Load Through Analytics-Led Optimization

L1/L2 Application Support · Global Stakeholder Management · Power BI · Python · SQL Optimization

THE CHALLENGE

A globally distributed support function managing L1/L2 support was facing frequent escalations due to application performance degradation. SQL inefficiencies were causing backend load issues, and there was no structured CSI framework to break the cycle of reactive support.

WHAT WAS DONE

→ Led application performance testing — profiled slow transactions, identified bottlenecks, prioritized optimizations

→ Applied SQL optimization to high-impact queries, reducing backend processing load and latency

→ Used descriptive analytics in Power BI to track support trends, efficiency, and CSAT signals continuously

→ Established a structured CSI cycle — shifting from reactive to trend-driven improvement planning

→ Managed global team of 10 across L1/L2 support, escalations, risk assessment, and steering committees

OUTCOMES ACHIEVED

25% Page load time reduction	**40%** Task backlog reduction	**↓** Stakeholder escalations	**CSI** Formal improvement framework established

"Performance issues that once triggered escalation calls were being caught and resolved through data-driven improvement cycles. The team transformed from a reactive unit into a structured, analytically-driven operations function."

Facing Similar Challenges in Your IT Operations?

Book a free 1-on-1 diagnostic call. We'll identify where your ITSM data is hiding the most value.

insighttuninglabs.com · consult@insighttuninglabs.com · +91-9324199234