



Fueling intelligent operations in cloud

Energy company unlocks value with myWizard & AIOps

Unlocking value, at scale

The client, a leading Asia Pacific energy and fuel retail service company, sought to maximize returns from its cloud investments while reducing the cost of managing the cloud infrastructure.

One of its priorities was to enable intelligent business operations in the cloud to augment and enhance its human workforce with

automation at scale.

Doing so would enable its employees with capabilities such as 24/7 fraud monitoring detection, improving point of sale (POS) services, replicating pricing across multiple systems in real-time or taking on carrier scheduling for large new customers in excess of workforce capacity.

However, a fragmented application and infrastructure management landscape not only hindered the fuel retailer's efforts to re-engineer business operations in the cloud but also added to complexity and costs. The client turned to Accenture to consolidate applications, infrastructure and cloud managed services for a seamless shift to business process automation at scale.

A fragmented application and infrastructure management landscape not only hindered the fuel retailer's efforts to re-engineer business operations in the cloud but also added to complexity and costs.

When tech meets human ingenuity

From reactive to predictive operations

For more than 10 years, Accenture had been providing application management services for many of the company's back-office applications, including SAP.

During this time, Accenture demonstrated strong capabilities in services delivery, and identified several opportunities to help the client reduce IT operating expenses and to transform business operations by implementing artificial intelligence (AI)-led automation in the cloud.

Impressed by the value Accenture consistently brought to the table and its vision for further improvements, the client expanded Accenture's scope of services to include cloud infrastructure operations and management spanning network services, data centers, cloud optimization, end-user computing, integrated operations, managed security, IT service desk and service management.

When tech meets human ingenuity

A human + machine approach

Working closely with the client, Accenture leveraged its myWizard® platform to rapidly transform business processes and deliver automation in the cloud.

Drawing on myWizard's AIOps capabilities, the client embarked on an automation journey with AI at the core to maximize innovation and efficiency while minimizing business disruption. In addition, the team used myWizard to accelerate cloud

migration, manage change, track savings and return on investment, and enable a shift to modern engineering practices such as DevXOps.

myWizard also plays a vital role in cloud and infrastructure managed services, seamlessly monitoring more than 630 infrastructure hosts, 3,000 network devices, 1,500 Internet of Things (IoT) devices and 700 retail sites.

In addition, automated monitoring and self-healing capabilities have helped increase system availability and efficiency while significantly augmenting the client's workforce with a human + machine approach.

For instance, the automation layer continuously monitors for process errors, while AI predicts process runtime, allowing for more efficient scheduling and automated alerts.

Accenture myWizard's AIOps capabilities augment the client's workforce with a human + machine approach, seamlessly monitoring the infrastructure without human intervention.



3,000 Network devices



1,500 IoT devices



630 Infrastructure hosts



700 Retail sites

A valuable difference

Intelligent automation in action

With Accenture assuming end-to-end responsibility for IT operations and support across both applications and infrastructure, the client is realizing significant value and synergy across its cloud investments and has achieved its targeted savings in IT operating and capital expenditure.

Consolidating IT and infrastructure operations with Accenture also means a consistent, faster, and more reliable service experience.

A managed, structured approach to business process automation has already helped

improve customer services. For instance, an important priority for the company was to provide better services to retail gasoline stations, including reliable fuel delivery and rapid response to retail POS problems.

In addition, by adopting automated, self-healing AI, Accenture helped the client improve fraud service response coverage by nearly 80 percent, fuel delivery scheduling by 70 percent and retail POS response service by more than 90 percent.

A valuable difference

Fuelling future growth

What's more, AI-powered automation is now enhancing the client's human workforce with 24/7 fraud monitoring and detection, transport fuel scheduling for large customers, and pricing replication in real time across multiple systems with 100 percent accuracy.

The client has also been able to reduce process failures requiring human intervention by 40% with reliable and efficient bots. Working together, Accenture and the client continue to shift operations from reactive to predictive using AI and automation.

By modernizing its cloud infrastructure and seamlessly integrating support services with Accenture, the client has been able to unleash full value of the cloud to better serve its customers.

More importantly, intelligent business operations are helping the company capture new business opportunities and fuel future growth.

