



AI optimizer for processes and IT services

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CHALLENGE

Deutsche Telekom IT Solutions Slovakia works with a large amount of process and operational data, which is not fully utilized to improve the efficiency of teams and services.

↓ ~ 84k potential hours saved ↑ ~ 1,35M potential cost savings

AI models

Data Analytics · Visualisations

Automation opportunities

Resource optimization

Savings estimation

SOLUTION

The project uses AI models to process and analyze IT service data. The resulting insights are visualized in the form of graphs to support better decision-making and optimization.

EVALUATION

The processed data and created analyses help identify automation potential, estimate workload and possible savings, and provide a basis for more efficient resource allocation.



Python



Jupyter



Prophet



NLTK



SciPy