Learn How IoT Enabled, Intelligent Automation Based Bot Agent Reduced Costs by 65%, & Enhanced Customer Digital Experience, Fueling growth

The Customer

The customer is a renowned name in manufacturing devices for inspection and production of semiconductor products. The customer has a global footprint and serves its customers across all continents.

The Challenge

The customer has many computer systems lying idle in their offices across the world and the challenges they were facing were myriad:

- Access and track the utilization of data existing in the computers systems
- Explore all software, applications installed on the computer systems
- Analyze the CPU level statistics of each computer system
- Identify the computer systems that are re-usable

The Solution

CriticalRiver built an intelligent Automation powered Bot Agent, that is powered by IoT elements that accomplish tasks such as:

- Tracker bot agent software can be installed remotely on a computer system.
- Technically the agent determines Master IP address, computer name (DNS lookup), local resource stats at a configurable frequency and sends to messaging service.
- Agent is programmed to identify the location of the computer system, analyze the data, software applications, machine usage, and CPU level statistics
- Agent comes with an intuitive, engaging front end user interface/console
- Intelligently automated process enables the users to access the machine remotely, track all data/information existing and generate reports

The Results/ Benefits

- Intelligent Automation process eliminated the physical inspection of computer systems
- Enhanced, enriched customer digital experience with a 360-degree view of utilization reports from machines accessed remotely.

Reduced man-power dependency by:

82%

Reduced operating costs by:

65%

Enhanced operational efficiency by:

71%

Solution Components

- MS.Net, NodeJS, RabbitMQ, gRPC