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Together makes progress



A leading food and beverage company turns IT operations into a platform for *continuous improvement*

Deloitte Application, Infrastructure, Cyber, IT, & Cloud Management Services

A global food processing company's journey

The challenge

At this leading food and beverage company, the IT organization supported a global manufacturing network. The environment included hundreds of applications, thousands of servers and databases, multiple cloud environments, and IT services for tens of thousands of users.

The company had already outsourced much of its IT operations. However, the existing operating model was generating high ticket volumes, recurring incidents, and inconsistent service. Engineers spent too much time resolving issues manually. Frequent turnover among support personnel made it hard to maintain continuity, while outdated documentation slowed knowledge transfer and operational improvement.

Guided by a new CIO, the technology organization faced a dual challenge: Rectify day-to-day inefficiencies, while building a scalable framework for long-term modernization. Achieving this required maintaining operational stability across a complex IT environment even as the operating model itself was being transformed.

Many moving parts, one operating model

Deloitte responded with an Operate managed services engagement; pairing application, cybersecurity, cloud, and infrastructure management with IT modernization. Behind the scenes, we coordinated professionals across multiple

Deloitte competency areas to deliver a single, integrated operating model for the client. Our initial priorities were to stabilize operations, transform IT service delivery, and build the foundation of technology for future innovation.

Stabilizing operations

Transitioning a large IT environment carries risk, especially when institutional knowledge is incomplete.

Ascend, Deloitte's AI-powered delivery platform for managed services, was deployed early in the engagement to coordinate planning activities, standardize documentation, monitor progress, and support operational readiness. When the incumbent provider exited earlier than planned, we were able to bridge the gap while minimizing operational disruptions by preparing teams early, documenting critical processes, and accelerating knowledge transfer. The platform's Transition Management Solution helped to shorten the transition in multiple areas by roughly 50%, while giving delivery teams the tools and information they needed to quickly assume responsibility.

Transforming day-to-day operations

After the transition, Ascend's Digital Insights analyzed the client's operational data to identify the most significant opportunities for improvement. It highlighted recurring issues, uncovered their root causes, and helped the engagement team prioritize improvement initiatives. Our team estimated that producing comparable analysis manually would have taken months.

- Working within the client's existing technology ecosystem—including enterprise applications, hybrid cloud platforms, and IT operations tools—the Deloitte team modernized the client's IT service management environment to support a more automated, AI-enabled operating model through Ascend. A centralized automation hub orchestrated repeatable tasks across infrastructure and applications using infrastructure automation and development tools. At the same time, Ascend's embedded AI agents worked within ServiceNow to support engineers as incidents occurred. By surfacing relevant information and recommended actions, Ascend's agents helped engineers to resolve incidents more efficiently.
- The existing support model relied heavily on manual ticket resolution. Ascend integrated automation and AI throughout the service delivery process, reducing repetitive work so that engineers could concentrate on innovation and problem-solving. Issue resolution became faster as routine tasks were increasingly handled through automation.

Results

The impact was evident during the first year alone:

- 36% reduction in monthly ticket volume
- 71% reduction in ticket backlog
- 20% reduction in high-priority incidents
- 91% first-contact resolution, well above typical industry benchmarks

Continuous innovation also became part of day-to-day operations, with regular opportunities to introduce new capabilities rather than waiting for large transformation programs.

Ascend's AI-enabled agents now monitor operational events continuously and resolve many routine issues before users notice a problem. For example, wireless access points showing signs of failure can be automatically rebooted, often restoring service without requiring human intervention or generating a support ticket. Similar self-healing capabilities prevent about 40% of potential infrastructure incidents from becoming tickets that engineers need to investigate.

Other operational improvements have shown up across the broader IT environment:

- 70% reduction in system-generated incident volume
- 33% improvement in first-contact resolution
- 36% faster mean time to resolution
- AI-driven event correlation that reduces alert noise and unnecessary work
- An automation platform that supports ongoing operational improvements and future AI capabilities

By establishing a stable operating foundation, Deloitte helped the client move beyond maintaining IT operations to continuously improving them. Today, the client's IT organization spends less time managing routine operational issues and more time supporting strategic priorities. The engagement continues to evolve, helping the client build a more resilient IT organization while creating new opportunities to improve productivity and service quality.

About Deloitte's Application, Infrastructure, Cyber, IT, & Cloud Management Services

Deloitte provides end-to-end managed services across applications, infrastructure, cloud, cyber, and IT operations. Beyond maintaining day-to-day performance, we continuously improve technology environments through data-driven operations, Information Technology Infrastructure Library (ITIL)-aligned leading practices, and ongoing enhancement.

Work we deliver includes:

- Application management, development, and enhancement
- IT service and infrastructure management
- End-user compute services
- Cyber-managed services
- Cloud and hybrid cloud operations
- SaaS and packaged application management

Contact us today to see how Deloitte's Operate Services can deliver for you.

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