CASE STUDY

SummitAI streamlines Perfetti's legacy IT operations system

> ***Optimization of IT assets was a challenge for us."***

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Find out how SummitAI's IT operations management solution added a new dimension to Perfetti Van Melle

SummitAI, the next generation cognitive IT operations management solution is designed to enhance the efficiency and productivity of legacy systems. So when Perfetti Van Melle, a leading player in the manufacturing, distribution and marketing high quality confectionery brands in India, set itself the goal of increasing efficiency, revenues and profits through integrated automation, SummitAI was the obvious choice.

The challenge

- With more than **45 locations** across India and assets spread over 3 factories and 4 branch offices, the challenge laid in efficiently managing the **huge portfolio of new and existing hardware assets.**
- From **procurement to disposal of assets** and from **hiring to exit people,** the need was to identify and implement an integrated hardware and software asset management solution.

SUMMITAI

The solution

The solution integrated hardware and software asset management systems, and ensured **optimal unification** of Perfetti's legacy systems. It was customized to capture and **automate** Perfetti's asset management needs, and provide a seamless, **single window user experience.**

Solution components

Service management and asset management

The impact

- Active Directory integration provided a seamless, single platform and **single window user experience**.
- There was **clear visibility** of allocated and unallocated assets to enable **maximum asset utilization**.
- The complete solution and support model encompassed delivery excellence and proactive analytics-led support to mitigate potential challenges for efficient sustenance.

Key business outcomes

The simplifying of IT operations promoted high user engagement for sustained efficiency. Post implementation, Perfetti was able to improve SLAs from 70% to over 95%.

About SummitAI

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action. From service management and asset management to IT operations, security, and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention.

SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations.

Request a demo or contact us for more information:

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