

# Our Managed Services Capability

## High end support that goes beyond “keeping the lights on” ...in a cost-effective manner

Managed Services is a client-first, white-glove offering from Blue Altair. We provide our clients with comprehensive, cost-effective, scalable, and flexible services designed to support and continuously improve their operational ecosystems. In an AI-driven world, we also act as strategic partners—helping clients assess and redesign processes and architectures, reduce break/fix scenarios through automation, and improve overall business performance with greater predictability and insight.

Blue Altair’s Managed Services practice falls under our Client Success capability and spans across our four key technical capabilities: Data Management, API Management and Integration, Artificial Intelligence, and Digital Application Development. A unique aspect of our Managed Services offering is our ability to tailor services based on each client’s needs while continuously optimizing delivery through automation and AI-assisted operations. We perform frequent “true-ups” to ensure staffing levels and automation coverage remain appropriate—without lengthy contract restructuring. Our focus on quality, predictability, and continuous improvement has earned us the reputation of a trusted partner for organizations of all sizes.



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## Our Managed Services Offering

Blue Altair's Managed Services offering is based on the Information Technology Infrastructure Library (ITIL) model, which provides guidance and best practices across the five stages of the IT service lifecycle. In an AI-enabled delivery model, each stage is enhanced with automation-first and intelligence-driven capabilities to reduce manual effort, improve service quality, and increase predictability:

- 1. Service Strategy:** We help clients determine which services are needed, how they will be delivered, and how AI and automation can be leveraged to reduce operational risk, improve cost efficiency, and enable proactive decision-making.
- 2. Service Design:** We design scalable delivery services using automation-first principles, embedding AI-assisted monitoring, self-healing patterns, and standardized runbooks to support resilient, future-ready operations.
- 3. Service Transition:** We manage the full lifecycle of service delivery, including assessments, validations, implementations, and modifications. AI-assisted documentation and knowledge capture ensure faster onboarding, smoother transitions, and reduced dependency on tribal knowledge.
- 4. Service Operations:** We provide operational services including event management, access management, problem management, incident management, application management, and technical management, augmented by AI-assisted ticket triage, automated remediation, and intelligent alert correlation.
- 5. Continual Service Improvement:** We conduct regular reviews and process evaluations, develop improvement initiatives, and monitor operational trends using predictive analytics to proactively reduce incidents and improve performance over time.

## AI-Enabled Managed Services Pillars

The following make the essential pillars of Managed Services that are enabled by AI.

### AI-Augmented Operations

- AI-assisted ticket triage and intelligent classification to reduce response times
- Auto-generated troubleshooting recommendations based on historical incidents and patterns
- Incident summarization for faster handoffs and improved collaboration
- Knowledge articles automatically generated from resolved incidents to continuously enrich the knowledge base

### Autonomous Remediation

- Event-driven automation for common alerts and operational scenarios
- Self-healing runbooks to restart services, reroute jobs, clean queues, and recover integrations without manual intervention
- Proactive patching and maintenance automation to reduce unplanned outages

### Predictive and Preventive Operations

- Trend detection to identify issues before incidents occur
- Capacity and performance forecasting to support proactive scaling decisions
- Risk scoring for repeated failures and chronic problem areas
- Smarter change windows based on impact likelihood and historical outcomes

# Addressing Complex Business Needs

Over the past several years, we have impressed clients with our industry-leading solutions. Here is an overview of the types of problems we have helped our clients address:

## Operations Management

### Challenges

- Difficulty in planning and retaining adequate staffing capacity.
- Lack of clearly defined SLAs.



### Our Solutions

- Introduced AI-based workload forecasting to dynamically allocate resources based on ticket patterns and volume trends.
- Established predictive SLA dashboards that alert teams before breaches occur.
- Provided autonomous scaling recommendations to align staffing levels with real-time demand fluctuations.

## Incident and Problem Management

### Challenges

- Lack of a formal way to track incidents, manage problems and understand the root cause.



### Our Solutions

- Implemented an AI-powered incident management platform with automated categorization, prioritization, and escalation.
- Used ML algorithms for Root Cause Prediction (RCP) and proactive incident prevention.
- Enabled continuous learning loops where the system suggests resolution patterns based on historical data.

## Change Management

### Challenges

- Lack of formal change management processes, leading to unexpected outages and problems.



### Our Solutions

- Implemented a formal change management process following ITIL best practices.
- Introduced AI-based change risk scoring, predicting the potential impact of planned changes.
- Maintained a centralized, AI-enriched change log with trend analytics on change outcomes.

## Knowledge Management

### Challenges

- Lack of a centralized system for accessing knowledge articles/assets which were spread across multiple systems



### Our Solutions

- Implemented a centralized knowledge repository enriched by AI semantic search and auto-summarization for faster retrieval.

## Enhancement Intake

### Challenges

- Lack of transparency and planning between operations and development teams.



### Our Solutions

- Applied DevOps model to facilitate direct interactions between the operations.
- Focused analysts and development teams so they could discuss, plan, and implement enhancements.

## Architectural Assessment

### Challenges

- Siloed understanding or “status quo” attitude to architectural assessments



### Our Solutions

- Conducted AI-assisted architecture assessments to analyze dependencies, performance bottlenecks, and scalability risks.
- Assessed the performance and functionality of the ecosystem, provided a detailed snapshot of the current state, and shared recommendations for the future state.

# How Can Blue Altair Help?

Blue Altair does more than “keep the lights on”. Our AI-powered Managed Services framework ensures our clients meet their strategic objectives faster, smarter, and more efficiently. By adopting AI, we are evolving from a ‘human-first operations’ to ‘automation-first operations’ model. Instead of spending time reacting to issues, we spend more time ensuring the system is designed to prevent them.

## Our Partnerships

To serve the diverse needs of organizations in a rapidly changing business environment, we combine our advanced product knowledge and domain expertise with an in-depth understanding of our clients’ business objectives. We collaborate with leading technology partners such as Google Cloud, Amazon Web Services, Microsoft Azure, SnapLogic, Apigee, Workato, Reltio, Semarchy and many others. This ecosystem of partners enables us to leverage modular, scalable, production-grade capabilities across our clients’ technical ecosystems.



## About Blue Altair

Blue Altair is an innovative business and technology consulting firm that leverages transformative technologies to enable AI and drive digital success for its clients. We offer Assessment and Strategy, Technology Implementation, and Managed Services in API Management and Integration, Data Management, Digital Application Development, and Artificial Intelligence. Our Client Success capability ensures a higher-than-industry rate of successfully delivered projects, with a primary focus on program and project management, business analysis, and quality assurance. Blue Labs is our innovation hub, where we use cutting-edge technology to build offerings that deliver accelerators and solutions. Our culture is the heart of our existence, and our core values are the key drivers for our handpicked, top-tier performers.

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