



Reimagine business outcomes with PeakPerform™

powered by AI

SLK is a global technology services provider focused on bringing AI, intelligent automation, and analytics together to create leading-edge technology solutions for our customers through a culture of partnership, led by an evolutionary mindset. For over 24 years, we've helped organizations across diverse industries reimagine their business and solve their present and future needs.

SLK's innovative approach to IT managed services unlocks greater value for IT and business leaders



Embrace 'win-assured' over traditional approaches



Focus on **guaranteed success**, processes



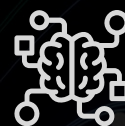
Actionable insights to **pre-empt business impact**



Transformation excellence with impactful programs



Own outcomes, control **IT operations**



Scalable operations with reduced human dependence

Get a headstart with PeakPerform in adopting Observability and SRE best practices in the organization

Our autonomous intelligent platform employs AI/ML technologies to leverage actionable intelligence derived from both historical and real-time data, specifically designed to optimize Application and Infrastructure Managed Services.

Move away from

- Fault driven & reactive service
- SLA driven metrics
- Technology driven programs
- Tower based delivery

Move towards

- Anomaly based & predictive service
- Strong linkage to business KPIs
- Data driven transformation programs
- Insight-rich business-aligned operations

Significant reduction in human efforts:
Eliminate or Transform or Suppress & Self-Heal

SLK's PeakPerform – peek into the endless possibilities



Advanced capability focus:
Move beyond mere ticket elimination to efficiently address inefficiencies in machine behavior. Delve deep into client toolsets/systems, offering tailored solutions maximizing machine potential.



Efficiency enhancement:
Identify and predict inefficiencies and problem patterns in machine behavior. Concentrate efforts where they matter, reducing reliance on human intervention.



Real-time optimization:
Enable real-time alerting and event suppression for seamless operations. Auto-eliminate potential issues, ensuring continuous workflow.



Transformation empowerment:
Receive actionable inputs for informed decision-making. Empower transformation initiatives with correlated and contextual data.



Strategic roadmap:
Build and execute transformation programs with precision. Develop a roadmap and approach based on correlated data, ensuring strategic alignment.

SLK's PeakPerform: Getting the 80:20 to work for you

ITSM – Application and infrastructure tickets

~80%

of the IT tickets will be targeted for **elimination** in these three areas



Noise

Ticket suppression, user empowerment through self service, BOT



Automate

Realtime interception & auto resolution



Avoid

Proactively avoid major incidents through event correlation and anomaly detection

The balance

~20%

targeted to be optimized for incremental business benefits while sustaining the core

INSIGHTS FROM HISTORICAL DATA

- Correlation of anomalies to business KPIs to enable right prioritization
- Business value driven transformation projects
 - Increase process speeds
 - Outage avoidance
 - Faster time to market

SLK's AI-led Managed Services powered by PeakPerform unlocks business value for enterprises

Success stories: Benefits delivered

Reduced ~20% of IT BAU spend for an insurance major

Upto

50%

Reduction in tickets

15-20%

Reduction of IT BAU spend

~25K

Reduced person hours

Operational efficiency and business process improvement for a manufacturing client

>2400

Reduced person hours

~15%

Reduction in BAU spend

50%

Business process improvement by automation

Improved logistics process with minimal human interactions, avoids repetitive tasks