

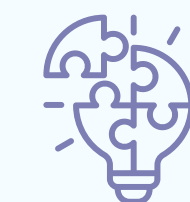
# Automated Operations & Proactive Monitoring for a Leading CPG Company

## Business Problem



- Risk of storage-driven outages owing to manual file cleanup across SFTP, Linux, and Azure servers consumed 4–5 hours daily
- Manual detection of SAP data feed failures, and restart, causing unplanned delays in critical downstream pipelines
- Reactive monitoring of web service health - issues surfacing only after failures impacted business users, with no early-warning capability

## Solution



- Automated file cleanup via Ab Initio with config-table—driven retention rules, eliminating manual intervention across SFTP, Linux, and Azure storage layers
- Built SAP health-check automation with 5-minute connectivity polling, auto-recovery logic, and instant email alerts to support teams
- Implemented end-to-end web service health checker using 100-request probes across ARR/Gateway, Plugin Server, Router, and service graphs — with tiered email alerts by failure type

## Value Delivered



- ✓ **75% reduction in file cleanup time** from 4–5 hrs to 1 hr; zero manual code changes for future updates
- ✓ **End-to-end pipeline visibility** across 3 critical services; issues detected and routed to the right team in minutes, not hours
- ✓ **Zero manual restarts** for SAP feeds; auto-recovery within 15-minute SLA with proactive team notifications
- ✓ **Significant reduction in manual ops effort** freeing engineering bandwidth for higher-value data product development



Reduction in file cleanup time from 4–5 hours to 1 hour



Manual restarts for SAP feeds with auto-recovery within a 15-minute SLA



Critical services with end-to-end pipeline visibility and faster issue routing