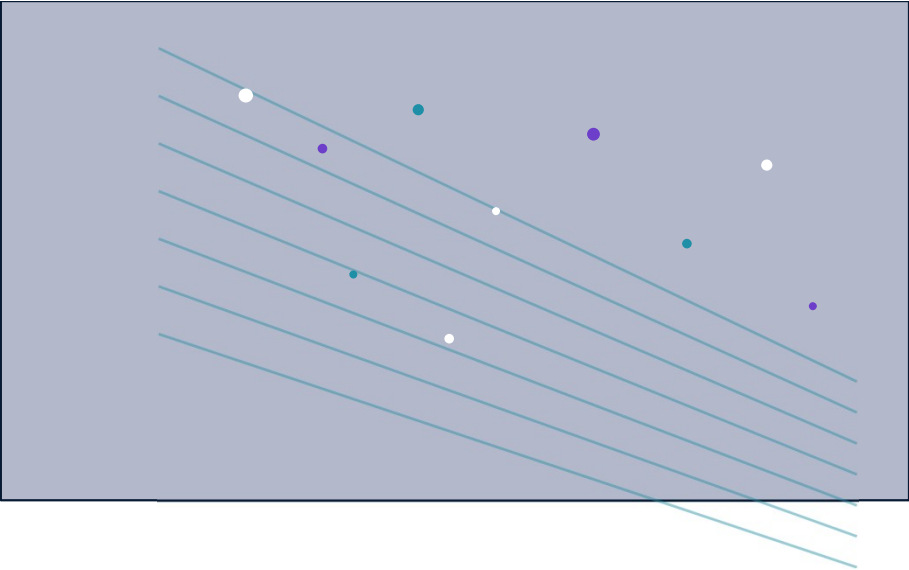


Future proof your IT operations by moving from Manual On-Call Handling to Smart Duty Manager

AI duty manager for weekends, holidays, and after-hours support



Challenges with Manual On-Call Handling



Missed critical support calls



No real-time engineer alerts



Manual duty roster tracking



Delayed incident response



No audit trail for escalations

Our Recommendations



Automate call capture

& real-time alerts inside Amazon Connect



Enable intelligent

call dispatch & escalation management



Build audit-ready

tracking for every incident