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Dr. Reddyâ??s Laboratories to implement advanced IT solutions in partnership with Kyndryl

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Kyndryl to build a Zero Touch IT Operations model for smart operations



US-based Kyndryl, a leading provider of mission-critical enterprise technology services, has partnered with Hyderabad-based Dr. Reddy's Laboratories Limited, a leading Indian multinational pharmaceutical company, to transform Dr. Reddy's IT operations across all locations including manufacturing plants, international sites, datacenters, cloud operations and offices.

To enable this ambitious transformation, Kyndryl will utilise its AI-powered open integration digital business platform, Kyndryl Bridge, to automate monitoring of Dr. Reddy's entire hybrid computing landscape, and leverage actionable insights for failure prediction and prevention, auto remediation, self-healing and self-help features.

Kyndryl will also enable a Zero Touch IT Operations model for Dr. Reddy's corporate and manufacturing operations, using its proven Dual Model IT Ops framework to deliver a realistic, dependable and holistic solution. This approach focuses on solving the problem by permanently healing its root cause as opposed to a reactive method of addressing specific issues.

The new operations model will aim to reduce manual interventions by approximately 60% through intelligent automation of operations. It will provide a single-pane analytics and IT dashboard that will improve visibility into IT operations, including service performance, compliance posture and risk controls, and enable digital-led compliance and governance models.