



Microsoft Corporation: Transforming platform engineering. Transforming operations

Microsoft Corporation is a technology company that aspires to empower every person and every organization on the planet to achieve more.

As a vocal advocate for the game-changing potential of artificial intelligence, Microsoft was eager to harness the power of AI, especially generative AI, to heighten their operational agility. This meant reengineering their operations analytics platform for better quality, faster response, and support. The platform is a trusted resource for several thousand users at Microsoft, offering insights and transactions support to manage their business operations across commercial, OEM, and partner channels. To amplify and transform the platform with generative AI, Microsoft teamed up with Infosys.

Infosys brought the capabilities of Azure OpenAI Service and GitHub Copilot to help solve this challenging problem. They also brought best practices for leveraging generative AI technologies for code generation and development support. Infosys used these techniques and started to reengineer the platform, factoring in user feedback

while simultaneously addressing pitfalls preemptively and making efficiency projections. The aim was to transform the platform to meet changing user needs at a revolutionary rate. The outcome was a whopping 35% reduction in development effort and a 24% reduction in test-case generation and code review time. In fact, the platform was ready to deliver on Microsoft's operational aspirations six months ahead of schedule!

The renewed operations platform delivers never-before-seen on-time, on-demand intelligence for users with hugely reduced data latency and cost across the 150+ reports of operational insights that the business counts on. The new generative AI-powered knowledge repository enables the platform's support team to provide quicker responses to queries, resulting in an 18% reduction in support ticket volume. This newfound agility, along with the self-service capabilities added to the platform, has resulted in a sharp increase in internal customer satisfaction.

"Successful operations are all about effective support for the business, firmly grounding the core technology to make that possible, and being able to pivot with agility to meet changing market needs. Generative AI, Azure OpenAI Service, and GitHub Copilot, in the hands of capable Infosys engineers, helped us to transform and modernize our operations analytics platform to be able to meet the demands of our business while saving time, money, and delighting users with the experience."

– Jonathan Chromy, Principal SWE Manager, Microsoft