

## **MEGLA Corporate Challenge DOaccelerate 2022**

### **MEGLA - digital.personal.reliable**

Everyone is talking about digitalization - we do it.

MEGLA is one of the leading service providers for the efficient digitalization of business processes. Our solutions create added value, ensure transparency and enable completely new perspectives.

We make business smart: We support customers in digital transformation as well as in optimizing existing implementations. We work independently of industries for companies of different sizes - from medium-sized businesses to large corporations.

Our name stands for 30 years of experience in digitalization. Founded with a scientific background, we are now an official partner of leading IT industry giants. From OS/soft to Microsoft and Oracle to MPDV, Transpara and WAGO.

Thanks to our agile team of programmers, software developers and system administrators, we can offer our customers holistic end-to-end solutions.

### **Challenge Introduction**

Fault reporting is an essential element in the context of keeping data platforms and other software systems running as smoothly as possible. Globally installed customer systems constantly deliver data to MEGLA in order to map running processes continuously and to identify malfunctions or irregularities at the same time. In this challenge we are looking for a solution that records the resulting data, classifies it, and transmits productive recommendations to our employees. These recommendations should be based on data, clustering and empirical experiences.

### **Challenge Details**

As described, MEGLA provides services and maintenance for the operation of data platforms for our diverse customers worldwide. Due to the great success and the increasing number of installed systems, but also due to the ongoing globalization of our existing customers, the number and variety of occurring error messages is almost inevitably increasing. From the current level of approx. 400 fault reports per day, we expect a strong growth to up to 1,000 reports per day in the future.

The fault report is received by the MEGLA employees via a standard e-mail (in a structured XML format), including relevant information. Different error messages are therefore part of the daily workload. But for each message the potential causal factors must be eliminated one after another to operate the corresponding system smoothly again. Triggers could be interrupted data connections, defective hardware, maintenance work or simply errors in the system or usage errors. The main task here is to decide quickly if an intervention is needed and what kind of actions should be carried out.

The manual effort increases with the further growth of MEGLA. The training of new employees is time-consuming and the quickness to assess process faults report highly depend on personal experience as the main key factor for a fast and reliable service. Already today, status quo includes first systematizing of incoming mails by MEGLA. Historical data is available.

Our goal with this DOaccelerate-Challenge is the development or customization of a tool that takes over the systematic clustering of error messages and provides a continuously improving process of directly displaying most probable causes of errors and announcement of concrete recommendations for action.

We welcome your application to solve our challenge if you have experience in data analysis, clustering of structured data as well as evaluation and either rule-based display of recommended actions or machine learning approaches and have developed a product or MVP in this area. Please also contact us if you have experience in automation of processes and messages.