

German IT-service provider for data platforms seeks software solution for the systematic clustering of fault reports and automated recommendation for action

Summary

Profile type	Company's country	POD reference
Technology request	Germany	TRDE20220707011
Profile status	Type of partnership	Targeted countries
PUBLISHED	Research and development cooperation agreement	• World
Contact Person	Term of validity	Last update
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General Information

Short summary

A German IT service provider is looking for a tool to automate the monitoring of data platforms by clustering incoming error messages and providing recommendations for action. Sought are start-ups with experience in data analysis, clustering of structured data as well as evaluation and either rule-based display of recommended actions or machine learning approaches. Envisaged is a technical cooperation agreement in the framework of an innovation challenge.

Full description

The German company is a service provider for the digitalization of business processes with experience of more than 30 years. It supports customers in their digital transformation as well as in optimizing existing implementations. Customers are companies of different industrial sectors and sizes – from SMEs to large corporations. The company has a strong scientific background and is an official partner of leading players in the IT sector. It offers holistic end-to-end solutions. The company installs and monitors data platforms of international customers with the goal to keep these data platforms and other software systems running as smoothly as possible. In this context, fault reporting is an essential element. Customers' IT-systems constantly deliver data to the German company in order to map running processes continuously and to identify malfunctions or irregularities at the same time.

Due to the increasing number of installed systems, but also due to the ongoing globalization of existing customers, the number and variety of occurring error messages is increasing constantly. From the current level of approx. 400

fault reports per day, a strong growth to up to 1,000 reports per day in the future is expected.

Up to now, the fault report is received via a standard e-mail (in a structured XMLformat). 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. It is then up to the employees in charge to decide quickly if an intervention is needed and what kind of actions should be carried out. These manual efforts are increasing and slow down processes. The training of new employees is time-consuming and the quickness to assess process faults reports highly depend on personal experience as the main key factor for a fast and reliable service. Already today, the company systematizes incoming mails to speed up processes and to ensure reliability of action, however not systematically with the help of a software.

In order to make the surveillance and maintenance of these data platforms more efficient, the German company is looking for a Startup or SME that can either develop or customize a software solution that records the resulting data, automatically classifies and clusters the error messages, displays the most probable causes of errors and transmits concrete recommendations for action to its employees. This process should be continuously improving as far as its accuracy is concerned.

The company searches for startups or SMEs with experience in data analysis, clustering of structured data as well as evaluation and either rule-based display of recommended actions or machine learning approaches that have developed a product or Minimum Viable Product (MVP) in this area. Experience in automation of processes and messages is appreciated. Cooperation type sought is a technical cooperation agreement. The Startup/SME is expected to develop a new or customize an existing solution according to the German company's needs.

IMPORTANT: This technology request refers to an innovation challenge published on an internet platform that was issued by a city in North Rhine-Westphalia. If a start-up expresses interest before the closing date of August 15, it will be guided towards this open innovation platform. The start-up company takes part in the challenge with their application. If it is selected, it will be invited to spend five working days with the region and the corporate All submissions will get feedback by the company. The challenge closes on August 15, 2022. After that, the firm will select the start-ups with whom they would like to cooperate in the development of a solution/pilot project. As this challenge promotes cross-border cooperation applications, it is not open to German companies.

Advantages and innovations

Stage of development

Sustainable Development goals

- **Goal 9: Industry, Innovation and Infrastructure**

IPR Status

No IPR applied

Partner Sought

Expected role of the partner

Sought are Start-ups or SMEs with experience in data analysis, clustering of structured data as well as evaluation and either rule-based display of recommended actions or machine learning approaches that have developed a

product or Minimum Viable Product (MVP) in this area. Experience in automation of processes and messages is appreciated. Cooperation type sought is a technical cooperation agreement. The Startup/SME is expected to develop a new or customize an existing solution according to the German company's needs.

Type of partnership

Research and development cooperation agreement

Type and size of the partner

- **SME <=10**
- **SME 11-49**
- **SME 50 - 249**

Dissemination

Technology keywords

- **01003008 - Data Processing / Data Interchange, Middleware**
- **01003010 - Databases, Database Management, Data Mining**
- **01004011 - Maintenance Management System**
- **01003006 - Computer Software**
- **01006005 - Network Technology, Network Security**

Targeted countries

- **World**

Market keywords

- **02007002 - Database and file management**
- **02007004 - Program development tools/languages**
- **02007016 - Artificial intelligence related software**
- **02007001 - Systems software**
- **02006004 - Data processing, analysis and input services**

Sector groups involved

- **ICT Industry and Services**