OpsRamp

a Hewlett Packard Enterprise company

Customer Case Study

Coforge's service delivery teams use OpsRamp to monitor incidents occurring across customer environments in real time

Coforge

Coforge Services

IT infrastructure management services, including data center services, infrastructure operations management, landscape management and workplace as a service.

Challenge

Troubleshooting critical incidents. Identical issues being reported through different tools.
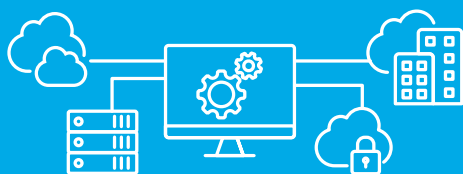
Benefits

Cost savings of $100,000 in the first year alone through tool consolidation. Time spent on triaging incidents minimized by 80%. Manual activities reduced by 40%.

Revenue: $1 billion

Employees: 22,000

Founded: 2004

OpsRamp offered several benefits that were crucial for managed services delivery at Coforge. OpsRamp offered ease of adoption, rapid provisioning and enterprise-grade security with its cloud-based architecture.

Coforge Use Cases

- **Intelligent event management:** OpsRamp's integration framework enabled Coforge to cut downtime spent on triaging incidents by 80%.

- **Automation:** OpsRamp helps reduce manual activities by nearly 40%. The Coforge managed services team can execute routine tasks consistently and respond to unanticipated activities via event-driven actions.

- **Unified visibility:** OpsRamp supports diverse IT environments across traditional data centers, public clouds, and private cloud infrastructure. Coforge is able to manage incidents, changes, and problems for hybrid cloud environments without deploying multiple tools.

"OpsRamp enables us to unify IT operations management and align business critical services with IT services for faster issue resolution. We can move fast enough to meet the needs of our customers' business."

– President and Global Business Head, Infrastructure Management Services, Coforge

The Solution

OpsRamp offered several benefits that were crucial for managed services delivery at Coforge. With its cloud-based architecture, OpsRamp offered enterprise-grade security, ease of adoption, and rapid provisioning. "OpsRamp enables us to unify IT operations management and align business critical services with IT services for faster issue resolution. We can move fast enough to meet the needs of our customer's business," according to the President. OpsRamp's SaaS platform helps Coforge consolidate events and alerts from application and infrastructure elements into a single framework. Coforge's service delivery teams use OpsRamp to monitor incidents occurring across customer environments in real time:

- **Operational Visibility.** OpsRamp supports diverse IT environments across traditional datacenters, public clouds, and private cloud infrastructure. Coforge is able to manage incidents, changes, and problems for hybrid cloud environments without deploying multiple tools.
- **Integration Framework.** OpsRamp delivers broad integrations that unify the ecosystem of enterprise IT management tools. OpsRamp's integration framework enabled Coforge to cut down the time spent on triaging incidents by 80%.
- **Automation.** OpsRamp helps reduce manual activities by nearly 40%. The Coforge managed services team can execute routine tasks consistently and respond to unanticipated activities via event-driven actions.
- **Audit Trails.** OpsRamp console recordings deliver a reliable audit trails for access, login, and activity within a customer's IT environment. Console recordings are a key part of compliance and audit processes at Coforge.

The Benefits

OpsRamp has enabled Coforge to retire several point tools for monitoring (servers, networks, storage, and databases) and service management (ticketing, patching, and incident management). With multiple tools having been phased out, Coforge has saved in excess of $100,000 in licensing costs in the first year alone.

"OpsRamp helps us manage infrastructure availability and performance management, application management, and service level management in the same platform. We have been able to deliver better response time for alert based incidents and improve resolution turnaround times for business critical services," states the President.

Call and Schedule a Demo with OpsRamp Today: https://info.opsramp.com/request-demo