

OpsRamp

Customer Case Study

WinWire Technologies Slashes False Alerts and Boosts Team Productivity with OpsRamp

WinWire Technologies

Customer Profile

WinWire Technologies is a data-driven digital engineering company that helps enterprises across the automotive, telecommunications, healthcare and educational sectors navigate their digital transformation journeys. A Microsoft Gold Partner, the managed service provider company optimizes customers' IT architectures for AI/ML deployments to increase operational efficiency, improve productivity in AI/ML modeling and deployment, and improve data scientists' productivity.

WinWire needed a unified platform to monitor and manage its customers' complex environments. With nearly 50 managed service clients, WinWire's growing MSP business outpaced the capabilities of its previous IT monitoring vendor and the various other legacy tools it used. It found the right solution with OpsRamp's Digital Operations Management Platform.

Challenge

WinWire's target market of small-to-mid-size businesses do not have the enterprise toolsets to effectively monitor and troubleshoot their IT systems. They used some open source and third-party point tools and manual scripts, and often had to manually dig through alerts just to learn that the issue was a false alarm, causing teams to be unproductive and customer experience to suffer.

With high alert rates and multiple tools being used, IT teams' productivity and efficiency decreased. WinWire needed a single SaaS-based solution to monitor and manage both traditional and modern IT environments and digital experience.

WinWire also wanted to understand if resources and applications were working correctly. With so much alert noise, the organization struggled to monitor the health of their clients' hybrid IT infrastructure.

Solution

Event Management and Hybrid IT Infrastructure Monitoring

The OpsRamp Platform delivered automated discovery and monitoring of both on-premises and cloud resources. Monitoring of these hybrid resources provided WinWire customers with complete visualization of their IT assets, resources and service maps from a unified console. Native event management, including AI/ML-based event correlation, helped WinWire reduce its alerts and false alarms by over 90%.

Multi-tenant, Multi-tiered Architecture

OpsRamp provided WinWire with a multi-tenant, multitiered solution with role-based dashboards and reporting to deliver real-time visibility of business service performance across all of its customer instances.

Why OpsRamp



Alert Reduction

As noted above, OpsRamp’s alert correlation and suppression capabilities reduced alerts by 90% for WinWire. This resulted in the reduction of mean time to detect and resolve issues and increased service availability. OpsRamp’s AIOps engine is filtering and correlating alerts to reduce noise and deliver faster time to root cause identification, along with suggested remediation.



Higher efficiency and reduced complexity by consolidating multiple tools.

OpsRamp delivers out-of-the-box integrations for many popular tools like APM and ServiceNow. WinWire has the flexibility to keep the tools they want, yet easily enable those tools to feed alerts automatically into OpsRamp for correlated event management. OpsRamp provides integrated visibility, monitoring and alert management across WinWire’s IT landscape with a single platform for simplifying monitoring and in management of this hybrid environment.



Increased Productivity

Since adopting OpsRamp, WinWire is able to manage the same number of clients with 50% less dedicated staff. That frees up staff for more productive and strategic uses such as new product development and service deployments. “You don’t need to pay people just to look at screens, you can put their skills and knowledge to more productive engagements,” said Potturu. You want something beyond that just for individuals to learn, implement and develop in their career and for the organization.”






IT Process Automation

Before implementing OpsRamp, WinWire handled all IT processes manually. Since implementing OpsRamp, WinWire has been able to automate 65 to 70% of its IT processes.

“You don’t need to look into multiple other things to monitor your applications. OpsRamp acts as an end-to-end solution,” said Venkata Potturu, senior technical architect at WinWire. “You can integrate your incident management, change management and the ticketing system into your monitoring environment and get better usage of your applications. So whoever has those needs, you definitely need to think about bringing in OpsRamp.”

Key benefits WinWire has realized using OpsRamp

-  **90%** alert reduction
-  **70%** of manual, routine IT processes now automated
-  **50%** increase in team efficiency and productivity

The Road Ahead

WinWire’s first priority is to move existing and new customers away from their legacy ticketing and monitoring tools onto OpsRamp. It will then introduce OpsRamp’s ML-enabled event management to these customers and give them the benefits of AIOps. WinWire then wants to expand its usage of OpsRamp for more cloud migration use cases and multi-cloud management engagements. Though the company’s business has long been Microsoft-centric, its customers are moving into other cloud environments, such as Google Cloud Platform and Oracle Cloud.

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