OpsRamp

a Hewlett Packard Enterprise company

wipro

Customer Case Study

Customer Challenges:

- Complex IT operations
- Disparate management tools
- Slow deployment rate of solutions
- High upfront CAPEX costs for new technologies

At a value of $51.3bn, the XaaS (anything-as-a-service) market grew by 38% in 2021, according to the ISG Index, with IaaS sales leading the way at $38bn. Many large OEMs [original equipment manufacturers] have been rapidly transforming themselves into XaaS providers by introducing innovative solutions and services. OpsRamp, the digital ops leader for hybrid IT, is partnering with OEMs to power and modernize their XaaS offerings.

One of the world's leading technology companies that transforms enterprises with innovative hybrid and cloud solutions selected OpsRamp as a strategic partner to power their new XaaS transformation and offerings. With Wipro as the systems integrator, this high profile customer had one requirement, "Be the partner of choice for enterprises to help transform IT, workforce, security and application ecosystems by delivering a simplified IT experience for business users." The solution had to overcome the complex IT operations of enterprises, minimize the footprint of management tools, a legacy of slow deployment times of solutions to end customers and high CAPEX up-front costs for new technologies.

Key Objectives

- Ability to combine **scalable automation**, contextual insights and big data analytics to deliver a true single-pane-of-glass visibility.
- Deliver a wide range of **hybrid and multi-cloud infrastructure** services with modern discovery, monitoring, event management and automation capabilities from a single unified platform.
- Provide **AI/Machine learning** powered insights and analytics.
- Modernize operations management with a **scalable platform** that offers industrialized managed services with flexible and seamless integration experience.
- Offer both **multi-tier and multi-tenant** capabilities with broad lifecycle management abilities for a modern digital operations management.

A modern IT management and service delivery platform was needed

Key Capabilities and Benefits Delivered by the OpsRamp Platform

Self Service approach to request, provision, and administer services enables an improved IT experience for end customers.

Seamless user experience with a standard UX across all clients and tenants helps deliver a consistent user experience for end customers.

Offers the highest security and scalability for business operations and transformation with minimal interaction touchpoints.

Provides the highest level of automation to improve productivity and efficiency of customer service operations teams.

Provides multi-tier and role-based access controls to onboard and enable the ideal service provider ecosystem of MSPs/SIs/VARs to help market and support their XaaS offerings.

OpsRamp delivered a truly unified platform that provided discovery to remediation. It is the powerhouse behind this customer's XaaS service offerings.

Why OpsRamp & Wipro
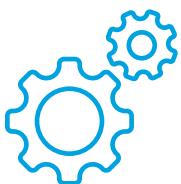
Low touch, automated discovery and monitoring, and best practices to realize quicker ROI

40+ years of industry experience across multiple domains as a 'Preferred Systems Integrator' partner
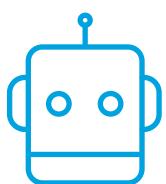
AIOps-driven service-centric platform for enabling contextual remediation & automation

In depth automation expertise with Ansible and other similar platforms with vast skill set availability

Call and Schedule a Demo with OpsRamp Today
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