

Customer Case Study

Blue Mantis drives customer satisfaction and retention with OpsRamp



Blue Mantis Services

Blue Mantis is a leading systems integrator and cloud services company helping clients move toward software-defined, hyper-converged, and hybrid cloud infrastructure models to drive IT transformation.

Challenge

Deliver world-class IT operational and management services at scale to clients.

Benefits

GreenPages NOC and operations teams are able to use a single management platform for all activities. Blue Mantis has increased efficiencies and reduced complexities and costs associated with utilizing multiple toolsets.

Revenue: \$130 million
Employees: 200
Founded: 1992

Challenges

“Our strength at Blue Mantis has always been about working collaboratively with our customers’ internal IT teams, business stakeholders, and external vendors,” states Geoff Smith, Director, Managed Services Business Development at Blue Mantis. “We use a federated support model that allows us to work across our customers’ internal and external teams.”

In order to provide effective IT as a Service solutions, Blue Mantis required a next-generation IT operations platform that would allow them to deliver world-class operational and management services to clients, regardless of what technology platforms and management tools they were using. “We were looking for a singular platform for all monitoring and management activities in order to centrally track, record and audit actions. The platform had to be cloud-based so that it could enable our federated support model,” adds Smith.

Blue Mantis was using another well known vendor for its managed services delivery. “We had heavily customized this tool for monitoring, management, patching and other services to our clients,” says Smith.

Although they had good monitoring capabilities, it was unable to support the next generation of enterprise technologies. “We required customization to support a basic set of operational activities such as patching, remote access and governance reporting with the other vendor offering.”

Smith realized that Blue Mantis needed a platform that would drive the next level of service delivery. “We were increasingly serving mid-sized and enterprise clients and those clients require a more sophisticated approach,” he continues. Blue Mantis wanted an IT operations solution that would unleash federated support models and could be shared directly with customer IT teams for true transparency and governance.

“OpsRamp combines broad technology monitoring with application service awareness and deep analytics. With OpsRamp, Blue Mantis is able to centralize all of our operational activities and provide exactly the level of service our clients need when they need it.”

– Director, Managed Services Business Development, Blue Mantis

The Solution

With OpsRamp’s multi-tenant and cloud-based architecture, Blue Mantis was able to rapidly deploy and on-board clients in as little as a month.

According to Smith, “OpsRamp combines broad technology monitoring with application service awareness and deep analytics. With OpsRamp, Blue Mantis is able to centralize all of our operational activities and provide exactly the level of service our clients need when they need it.” OpsRamp’s integrations for common architectures and technologies are available out of the box saving Blue Mantis hours of custom development work.

OpsRamp allows Blue Mantis to be truly federated by enabling its NOC, operations, engineering, and service delivery teams, clients, and even third party vendors to view a single source of truth. “This allows us to provide exactly the level of service our clients need when they need it,” states Smith. OpsRamp’s infrastructure monitoring, patching, troubleshooting, and governance reporting have been critical to managed services delivery at Blue Mantis. Different teams at Blue Mantis use OpsRamp to stay on top of dynamic hybrid IT environments:

- **Service Delivery.** The NOC services team utilizes OpsRamp for alerting, event handling and the execution of standard operating procedures.
- **Availability & Performance.** The operations teams leverage OpsRamp for troubleshooting complex events and problems and remote access to client environments for issue remediation and change management.
- **Reporting.** The service delivery team heavily leverages the reporting and governance capabilities within OpsRamp.
- **Pre-Sales.** Outside of managed services, the OpsRamp platform is used by architects and implementation engineers to assist with discovery and design services.

“OpsRamp allows us to do more with less. It enables us to support more clients and more devices, be more responsive, and root out inefficiencies without investing in multiple tools across operations.”

– SVP Managed Services, Blue Mantis

The Benefits

OpsRamp has helped Blue Mantis grow its enterprise customer base by centralizing critical functions like monitoring, event handling, operational services, change management, and reporting within a single platform. Blue Mantis achieves higher productivity and reduces overhead costs per device by spending less on tools integration, report generation, and platform management than in the past.

“Our managed services team has achieved the highest efficiencies that we have seen to date. We support more clients in a more complete way with OpsRamp,” explains Smith. With OpsRamp, Blue Mantis has been able to establish and deliver services via a standards-based approach across all of its clients. Smith adds, “OpsRamp enables us to focus on an outcomes-based approach, which increases client satisfaction and retention.”

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

About OpsRamp

OpsRamp, a Hewlett Packard Enterprise company, enables IT to control the chaos of managing their hybrid IT operations and act like a service provider back to the business. Built in the cloud, the OpsRamp service-centric AIOps platform drives total visibility across hybrid infrastructures, offers complete multi-cloud infrastructure monitoring and management of business-critical services, and optimizes services through automation and integration with ITSM and DevOps tools.

Now enterprise IT can deliver IT operations as a service and power a digital operations command center that’s built for the challenges of modern, hybrid infrastructure.