

SUCCESS STORY

As the Digital Ops Leader for Hybrid IT, OpsRamp has had the opportunity to help the largest global enterprises and managed service providers reinvent their IT operations and efficiently deliver improved service levels.

Recently, North America's largest postal services organization was introduced to the power of the OpsRamp platform by Wipro, a strategic partner in the OpsRamp ecosystem. The customer – which operates as a shared services organization, delivering IT/IS and business services to its collective agency organizations – was suffering from poor visibility of infrastructure resources across its distributed IT environments, as well as an overload of alerts with no context to help identify and quickly resolve the root cause of incidents. Without adequate reporting dashboards, the IT operations organization lacked clear insight needed to assess the health of its ecosystem. With the resulting outages and degraded performance, costs were escalating, and customer experience was suffering.

A new model was needed!

CUSTOMER CHALLENGES:

- ▶ Poor Visibility
- ▶ Alert Overload
- ▶ Incidents Without Context
- ▶ Excessive Mean-Time-To-Discover and -Resolve Incidents
- ▶ Too Many Disconnected Tools
- ▶ Lack of Executive Dashboards
- ▶ Poor Performance and Mounting Outages

KEY OBJECTIVES

- ▶ Modernize the IT operations practice for a more proactive and predictive monitoring stance
- ▶ Discover hybrid infrastructure resources and dependencies for transparent observability
- ▶ Improve incident detection and resolution with auto remediation for improved service levels and zero downtime
- ▶ Automate and streamline monitoring and event management tasks for greater operations efficiency and governance
- ▶ Enable multi-tenant / multi-tiered monitoring with role-based access and reporting dashboards for real-time insights and improved monitoring confidence
- ▶ Consolidate toolsets and integrate monitoring data for a more simplified central monitoring and event management experience

SOLUTION

With the help of the Wipro team, the implementation and customization of the OpsRamp platform was completed in less than 10-weeks. The organization’s previous monitoring solutions – including CA Unified Infrastructure Management (UIM), CA Spectrum network infrastructure management, and SevOne Network Monitoring – were replaced by the comprehensive capabilities of the OpsRamp platform. Implementation included integrations with the organization’s Symphony SummitAI service management solution, as well as its JetPatch vulnerability remediation solution. Customer onboarding included trainings to help ensure rapid adoption of the full feature set of the OpsRamp Hybrid Monitoring and Event Management platform with AIOps and machine learning.

3,444 resources monitored

Server	3029
Network Device	117
Storage	2
VMware	6
Xen Server	4
Cisco UCS	7
Other	55
Management Controller	21
Gateway	11

RESULTS

Immediately upon go-live of the OpsRamp platform and increasingly ever since, the customer’s IT operations team saw immediate results and a return on their investment which grew their confidence they made the right choice with OpsRamp.

70%

Expansion in the business with 0% increase in infrastructure and required resources

95%

AIOps efficiency with 61% event deduplication, 25% event suppression = reduction in alert noise

150+

Major incidents proactively identified and avoided in the first six months of implementation

By reinventing its IT operations with OpsRamp’s centralized IT operations platform with automation infused with artificial intelligence and machine learning, the IT operations team has not only become more efficient and proactive, but even more importantly it has enhanced its service level delivery and user experience.

- ▶ Auto Discovery of infrastructure resources and Topology & Service Mapping have provided the required visibility and control across the entire distributed ecosystem.
- ▶ Alert correlation and suppression of redundant alerts have reduced MTTD and MTTR, and relieved alert fatigue the team was experiencing.
- ▶ Multi-tenancy and Role-Based Reporting Dashboards have provided the team with confidence that it is upholding service levels across its distributed environments, geographies and business units.
- ▶ The ability to record infrastructure change sessions has contributed to improving the organization’s compliance with FinServ regulatory standards.

