Hewlett Packard Enterprise

Innovative AI boosts managed IT services customers

Tietoevry Tech Services delivers next-gen IT operations lifecycle services built on HPE OpsRamp Software

Tietoevry Tech Services, a transformation and managed services provider, enhances customer outcomes by utilizing AI across its comprehensive IT solutions. Its AI-first initiative has established them as the leading IT service provider in the Nordics, driving digital transformation for Nordic enterprises worldwide with reliable, secure, and scalable data-driven solutions that boost business agility and reduce time to value.

Expanding AI innovation in service offerings

In an effort to modernize its operations, enhance observability, and eliminate silos between its operations and support teams, Tietoevry Tech Services standardized its IT operations practice by leveraging HPE OpsRamp Software in 2021.

Since implementing HPE OpsRamp Software, Tietoevry Tech Services has streamlined its operations, enhanced its performance for enterprise and public sector customers, and even recognized opportunities to expand its revenue-generating service offerings. With over 7000 global experts specializing in providing full-stack IT services for businesses, Tietoevry Tech Services has developed new value-added services centered on the unified observability, AI insights, and automation capabilities of HPE OpsRamp Software.

The AI-first approach has enabled Tietoevry Tech Services to enhance its managed services. Built upon the capabilities of HPE OpsRamp Software, these value-added services have boosted Tietoevry Tech Services' bottom line and established its position as a leader in AI-driven innovation.

tietoevry

Industry: IT services and IT consulting
Country: Nordic & Baltic regions

Vision

Expand cutting-edge digital solutions — applications, multicloud, data and AI, and security — to empower businesses and sustain Nordic societies

Strategy

Leverage the power of artificial intelligence and machine learning across full-stack IT operations services and solutions

Outcomes

- >35% cost savings by consolidating tools and optimizing utilization
- >50% reduction of routine tasks, streamlining and automating operations
- >90% reduction in alert noise with AI-powered event correlation
- >50% reduction in MTTD and MTTR to uphold performance standards

Optimizing infrastructure and operating costs

Integrated AIOps services from Tietoevry Tech Services combine IT infrastructure operations and application operations expertise within its DigiOps team of skilled engineers. DigiOps experts deliver in-depth analysis of customers' application landscape and IT service delivery models, helping to identify which tools and processes to keep, which to modernize, and which can be safely retired.

The expansive capabilities of HPE OpsRamp Software, along with its more than 3000 integrations with various technologies, software tools, and infrastructure resources from various manufacturers, allow Tietoevry Tech Services to centralize its customers' IT operations processes and data from across hybrid environments. This gives Tietoevry Tech Services' DigiOps teams the opportunity to recommend efficiency measures to customers, such as consolidating existing toolsets. "Thanks to OpsRamp, our services have enabled us to become a more strategic partner to our customers, resulting in more valuable long-term relationships and engagements," Vojtěch Grygera said.

The auto-discovery of HPE OpsRamp Software across hybrid environments, topology, and service dependency mapping provides DigiOps teams with contextualized visibility of customer infrastructure and application environments. With this insight, Tietoevry Tech Services can recommend and deliver added value by optimizing the utilization of its customers' existing infrastructure.

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We use OpsRamp's capabilities to deliver services that improve digital development, drive efficiency in IT operations, and enable continuous improvement and strategic application modernization."

– **Vojtěch Grygera**, Head of Multicloud Managed Services, Tietoevry Tech Services

Enhancing strategic value with automation services

To help customers improve operational productivity, reduce the risk of human error, and further streamline IT operations, Tietoevry Tech Services is offering an expanded range of services powered by HPE OpsRamp Software automation framework to deliver operational automation.

"Our aim is to automate 90% of our customers' operational tasks," said Vojtěch Grygera. "Switching from manual to automated processes has enabled us to achieve a 35% to 45% improvement in the productivity of IT operations and to cut response times."

Tietoevry Tech Services' DigiOps experts analyze existing operating procedures and recommend ways to automate recurring processes. Automation workflows are then built and stored to be applied for standard day-to-day operating procedures and even incident remediation.

Driving operational efficiency and transparency with AI-powered insights

Tietoevry Tech Services strives to help its customers become more predictive and operationally efficient with AI-powered solutions that provide unparalleled visibility and intelligent insights, along with automation efficiencies. The expertise of its DigiOps engineers accompanies each customer engagement, helping to uncover return on investment (ROI)-driving use cases and solutions. Personalized customer dashboards, powered by HPE OpsRamp Software, display infrastructure health, operational performance, and outcome metrics, which are essential for driving transparency and customer confidence.

Looking ahead

Tietoevry Tech Services continues to innovate its service offerings based on the open framework of HPE OpsRamp Software. By contributing to the ongoing innovation and development of HPE OpsRamp Software, it is helping to push the boundaries of what was previously thought possible, with the ultimate goal of providing its customers with reliable and accelerated business agility and faster time to value.

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With the help of OpsRamp's process automation capabilities, we have been able to identify and reduce the number of repetitive IT operations tasks for our customers by more than 50%."
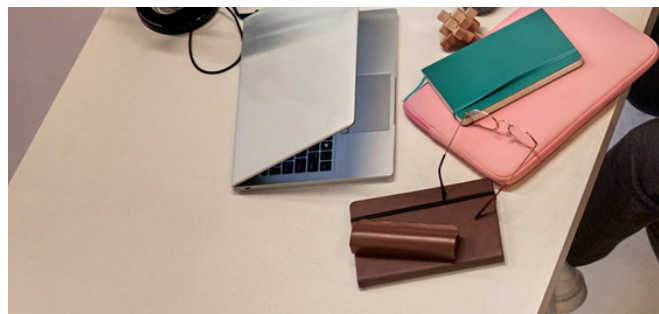
– **Vojtěch Grygera**, Head of Multicloud Managed Services, Tietoevry Tech Services

"We have helped our customers achieve cost savings of up to 35% by consolidating their toolsets, centralizing their operations, and optimizing their existing infrastructure."

– **Vojtěch Grygera**, Head of Multicloud Managed Services, Tietoevry Tech Services

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