



ITOM Case Study

This client is a global provider of Digital Business Transformation, Digital Engineering, and Information Technology (IT) outsourcing services that accelerate our clients' journey to their Digital Future. They serve Globally 2000 companies in Banking, Financial Services, Insurance, Healthcare, Telecommunications, Media, Entertainment, Travel, Manufacturing, and Technology industries.

Problem

- Longer Time for Root Cause Analysis
- High MTTR for issues reactive approach
- Different teams were working in siloes which reduced efficiency in absence of missing correlation.
- Lack of visibility on business services impact

Solution

This client used the Mobility and Service Portal features to build a consumer-like experience to their employees while raising requests, meanwhile providing extensive Reporting for - better clarity and data-driven decision making.

Input Zero Technologies implemented IT Operations Management to increase productivity and quicker resolution reducing operational costs increasing business service availability.

- Event Management
- Discovery
- Service Mapping
- CMDB

Result

- Quicker Root Cause Analysis by PnC Relationship, Correlation
- True and Healthy CMDB Discovery based on Geographical location to track CI Location
- Track Business Service Changes with automated update of Business Services via Top-Down Discovery Approach
- Event Noise Suppression by 90% alerts are tagged to business services/applications to pinpoint the impact to define the priority and the severity of the issues
- Reduce Manual Effort Automated reduced operational costs on monitoring and resolutions