



# Leading MSP provides Continuous CXO Intelligence by bringing Business and Application Context to IT

Business and IT Alignment

Multi-Site, Multi-Dimensional IT Ops Health

Instantaneous Issue Identification and Predictive Analytics

## BUSINESS CONTEXT TO IT

### • CLIENT

US based leading systems integrator serving enterprises with managed services, remote IT and cloud adoption services. End-customer is a large financial institution looking to better manage and evolve its IT operations of its 400+ sites.

### • CHALLENGE

Lack of business and application context in IT. No single view of IT Ops behavior across multiple sites. Current tools provide limited information to drive decisions and/or investments.

### • SOLUTION

CloudFabrix cfxHorizons

### • RESULTS

Holistic visibility to immediately understand overall IT and ops health of multiple sites within the business and application context. Predictive analytics, continuous governance, and app insights resulted in 30% reduction of IT ticket volumes and resolution times.

**US based Managed Service Provider (MSP) modernizes its customer's IT by bringing business and application context to IT operations and by providing a single view for CIOs to clearly interpret health of different category of sites from a business lens – result is deep intelligence to drive decisions, investments, improved SLAs and 30% reduction in IT ticket volumes and response times.**

One of CloudFabrix's cloud services partner is a leading US based managed service provider offering remote IT, managed services, technology adoption and cloud brokerage services to medium and large enterprises in Financial, Oil & Gas verticals.

End-customer is a multi-national financial institution with branches and sites spread across US, Europe and Asia. Based on the location, customer density and business volume, a branch or site can have different business priority and hence sites have been categorized as platinum, gold, silver and bronze. Overall, the customer environment consists of

- ✔ 400+ sites - geographically spread US, Europe and Asia
- ✔ Platinum/Gold/Silver/Bronze category of sites
- ✔ 4000+ devices across all the sites
- ✔ Point of sale, Network management and other region-specific apps at each site
- ✔ Devices like Switches, Routers, WLAN controllers at each site
- ✔ Legacy performance monitoring tool to provide device, site-level metrics/alerts
- ✔ Simple configuration manager and Ticketing system

The customer is confronting difficult barriers in understanding overall operational health of its many branches and sites from a business context. Currently deployed solutions were merely providing few alarms and device-level metrics, without having a notion of business objective or overall IT operational requirements set forth at corporate level. Overall, customer is striving to bring business alignment to IT and have holistic visibility and better govern, operate and modernize IT ops that drive their business.

*" CloudFabrix partnership and cfxHorizons worked out great for us. With cfxHorizons' CIO Dashboard we are now able to bring business/application context to IT operations and provide right level of aggregate visibility and intelligence across all of customer sites. CIO Dashboard is now the preferred tool of choice of our customers' CIO staff ..."*

*Sr. Director, Cloud & IT Services  
CloudFabrix Partner in US*

Digital Business Platform  
with CIO Dashboard

IT that operates to ensure  
alignment with Outcomes

30% reduction in IT ticket  
volumes & response times

## The Challenge

Customer's business is spread across 400+ sites, with each site have region specific apps, server infrastructure and other networking devices. Sites were categorized as Platinum/Gold/Silver/Bronze and there was no easy way to understand how the Platinum and Gold sites are performing - which are the top most priority for the business. Few commonly observed issues are:

- ✔ Lack of business context in IT ops
- ✔ Device and Site level metrics missing the big picture
- ✔ Configuration drift posing security risks
- ✔ Prolonged incident resolution times and high IT ticket volumes
- ✔ Delayed root cause analysis impacting SLAs
- ✔ Lack of intelligence to drive decisions, investments

Overall, customer is striving to bring business alignment to IT and have holistic visibility and better govern, operate and modernize IT ops that drive their business. Primary requisite is to ensure the sites meet business needs, guarantee compliance, consistently deliver a strong customer experience, and fulfill promised SLAs.

## The Solution

Solution consisted cfxHorizons serving as a digital business platform to bring business and application context to IT ops and provide CIO staff, IT leaders and IT personnel with holistic IT ops visibility and renewed insights and intelligence that helped to modernize overall business. An important aspect of the solution is cfxHorizons integration with existing performance monitoring and configuration management tools to protect customer's investments and provide higher level analytics on top of data sourced from such systems.

cfxHorizons then translated customer's business objectives as IT operational outcomes, which included:

- ✔ No critical or major alarms in any sites
- ✔ All sites have certified configuration
- ✔ Secure configuration and operations of application per best practices
- ✔ IT ticket response time reduction by 30%
- ✔ IT ticket volumes to be reduced by 25%

CloudFabrix supported the partner through train-the-trainer program that enabled the partner to develop cfxHorizons integration with existing performance tools and develop Outcomes, Insights using cfxHorizons SDK - all in less than 4 weeks.

## The Results

Customer was able to modernize their IT and utilize cfxHorizons as a Digital Business Platform, to gain renewed intelligence that aided in identifying and directing resources, investments, capacity additions and infrastructure upgrades to the sites that required much needed modernization to better align and meet business objectives and outcomes. Results include:

- ✔ CIO dashboard provided single pane view of IT ops footprint from business context
- ✔ Clear, quantifiable indication of behavior of Platinum/Gold/Silver/Bronze sites
- ✔ 30% reduction in IT ticket resolution times with root cause identification
- ✔ Predictive analytics helped to proactively address and contain incidents resulting in 30% IT ticket volume reduction
- ✔ Improved end user experience
- ✔ Improved trust b/w partner and customer

In less than 8 weeks, customer has been able to actively govern their environment with full visibility and control over the entire environment and ensure their sites, branches and applications are delivering expected outcomes.