claranet

Overview

The need
A growing customer base and managed environment increases the number of alarms and events in Claranet's managed services provider infrastructure, requiring rapid problem resolution so as to avoid impacting customers' services.

The solution
Claranet utilizes the Event Search and Seasonal Event Analytics capabilities of IBM Netcool Operations Insight software to automatically identify volume reducing signals, find repeating issues and learn from a client's operations center to assist the operations team.

The benefit
The company doubled the size of its managed environment while reducing the number of events by close to 50 percent.

Claranet reduces alarms by nearly 50 percent

Leverages Netcool Operations Insight software to improve operational agility and efficiency

Even with the increasing scale and complexity of solutions Claranet provided to its customers, Claranet's support teams needed to quickly identify frequently occurring issues and rapidly search historical events to assist with troubleshooting and ensure issues did not develop into service-affecting problems. It was up to Jason Taylor and his team to deliver the capability to achieve this objective.

Prioritizing issues
"First of all, we couldn't continue having regularly occurring events due to maintenance activities being escalated to our customers," says Jason Taylor. "We also had to provide our support team with the tools to enable them to highlight and prioritize events which could indicate an impending problem." Central to achieving this alarm reduction strategy, Claranet needed access to event analytics for detecting and even predicting alerts, producing fewer recurring events and sending critical alerts directly to the applicable support team member.

Advanced events analytics has allowed Claranet to reduce the number of trouble tickets and focus more time and resources on what truly matters to their customers. "We've reduced re-occurring events that previously may have delayed us from being able to address our customers' more important business critical issues," says Jason Taylor, senior systems engineer for Claranet.

Near real-time events analytics

Mr. Taylor deployed IBM Netcool Operations Insight software and engaged subject matter experts on each particular customer solution and each product in Claranet's infrastructure to determine the precise mechanisms and thresholds the support team would use to monitor service availability and performance. Near real-time event analytics and reporting capabilities within the IBM solution enabled the problem management team to quickly identify patterns of behavior associated with an event and effectively triage their troubleshooting efforts.

Customer service and efficiency improvements

"Our key drivers are increasing the quality of service to end-customers, making sensible threshold changes and suppressing recurring events during certain time periods, ultimately allowing us to resolve alerts more quickly," says Mr. Taylor, while highlighting a 46 percent reduction in routine event alarms. He also points out that the size of the environment he and his team are monitoring has doubled in size. "We're definitely operating at a higher level of efficiency."
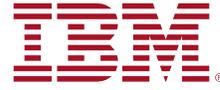
Solution component

Software
• IBM® Netcool Operations Insight

For more information

To learn more about Netcool Operations Insight please contact your IBM marketing representative or IBM Business Partner, or visit the following website:
ibm.com/software/products/netcool-operation

To learn more about Claranet, visit www.claranet.co.uk