

Global Telecommunications Provider

100%

Availability of APM and BPM Tools

99.3%

Availability of Critical Business
Applications

GLOBAL TELECOMMUNICATIONS PROVIDER IMPROVES VISIBILITY INTO CRITICAL BUSINESS APPLICATIONS AND ENABLES WORKFORCE PRODUCTIVITY

THE CHALLENGE

The Global Telecommunications Provider was experiencing critical application outages that were impacting their business to such a degree that they invested in bringing new IT Operations management leadership to fix the problem. This new leadership team looked to Intact and Micro Focus' Ops Suite for a solution, and purchased APM and BPM to provide the necessary visibility to identify the root cause of these outages.

After Intact's senior consultants deployed these tools onto the Provider's critical applications, the Provider did not have the skill set on their staff to then manage the scripting technology and engaged ONPOINT for help.

HOW ONPOINT HELPED

The customer was drawn to ONPOINT from both a budget and bandwidth perspective. When looking at the total cost of ownership (TCO) of using ONPOINT compared to their existing staff, they decided a specialized managed service provided better value than training and retaining their own employees. A large portion of their IT tools team is also located offshore, making training, enablement, and retention difficult.

Also, the customer did not have spare IT resources to adequately support the product, nor the skill set to do so. ONPOINT managed the APM and BPM tools post-implementation, taking 100% responsibility for keeping the tools healthy, available, and current, and the customer's users empowered and engaged.

THE IMPACT

ONPOINT ensured 100% availability of the customer's APM and BPM monitoring tools, allowing these tools to provide constant visibility into their critical application performance and helping the customer identify outages immediately and drive faster mean time to resolution. The customer experienced 99.3% availability of its critical applications throughout the year.

By keeping the customer's monitoring systems up, available, and working well, ONPOINT enabled better productivity of their workforce and ensured the proactive visibility into the performance and availability of their critical business applications.