

IT operations

Monitoring critical infrastructure



RESULTS

35% reduction in FTEs involved in incident resolution

45% effort reduced for the ticket resolution

21% effort reduction using intelligent monitoring

CHALLENGE

A financial services institution wanted to monitor their critical infrastructure by:

- Reducing the manual effort in monitoring the Azure disk utilization.
- Identifying potential issues that exceed standardized thresholds based on documentation and/or past activities.
- Preempting disk issues by analyzing the applications performance and auto alerts.

APPROACH

Continuously monitored applications, messages, machine queues, logs, etc. and automated the management of the Azure virtual machine disk utilization.

- Modeled historical patterns to determine a dynamic threshold.
- Whenever disk utilization exceeded above the dynamic threshold, UST SmartOps™ increased the disk capacity.
- Auto-created incidents in ServiceNow, and auto-closed them when resolved.