

## CASE STUDY

### Automotive Digital Enterprise

# Automotive Digital Enterprise Replaces IBM Netcool with Moogsoft AIOps

#### Domain

- Automotive Digital Enterprise

#### Key Challenges

- 17 disparate tools and event sources
- Lack of event correlation across stack
- Over 66% of level-1 tickets were false
- 2-3 outages per week
- High IBM Netcool Service Costs

#### Business Impact

- Frequent incidents impacting performance of website
- False positive tickets impacted operator productivity
- Lack of Situational Awareness increased time-to-resolution

#### Moogsoft AIOps Business Benefits

- Increased level-1 productivity by 500X
- Reduced alert volumes by 99.9% from 17,000 alerts to 34 unique Situations in first few weeks
- Correlated alerts from across all disparate monitoring tools

#### Integrations

- Solarwinds
- Nagios
- Dynatrace APM
- Dynatrace Synthetic (Gomez)
- Keynote
- SCOM
- Oracle OEM
- New Relic
- Pingdom
- vSphere

**"I bought Moogsoft AIOps to gain insight into our alerts so that I can sleep better at night."**

— Director of Technology



This customer is a leading Automotive Digital Enterprise and one of the largest of its kind. With tens of millions of monthly visits to its web properties, consistently delivering new features and maintaining high service quality and availability are absolutely crucial for the business to succeed.

## Key Challenges

This organization was monitoring and managing their applications and infrastructure using 17 monitoring tools, including Nagios, Dynatrace APM, Keynote, Solarwinds, SCOM, OEM, New Relic, and more. "IBM Netcool was our event manager previously, but it became too admin heavy and required too much training. We just didn't have the skillset or budget to spend on IBM contractors, so we dropped Netcool," said the Operations Center, Sr. Manager.

With a small team operating across 17 different toolsets, L-1 operators were overwhelmed with 6,000+ emails per month, 1,000 of which were turned into ServiceNow Tickets.

66% of their tickets turned out to be false (closed without any action taken). Furthermore, they were facing 2-3 outages per week."

The Operations Center Sr. Manager concluded that, "Our process was broken. We needed better visibility across our tools, a reduction in the number of tickets generated, and a reduction in the overall effort and speed to detect and resolve incidents."

While they were looking at tools like ServiceNow Event Manager and BigPanda to solve this problem, the Operations Center Sr. Manager stated "I didn't evaluate either of them because Moogsoft AIOps was the only solution that could truly correlate our events across multiple tools and event sources out-of-the-box."

## Moogsoft AIOps Solution

Today, Moogsoft AIOps is currently ingesting events feeds from 10 different tools to reduce noise and correlate events into actionable Situations.

In just the first few weeks, Moogsoft was able to ingest 17,000 events and correlate them into 34 actionable Situations for level-1 operators, delivering a 99.9% reduction in workload and a 500x increase in operator productivity.

Moogsoft AIOps uses machine learning algorithms to automatically analyze, reduce, and correlate this customer's alert feeds in real-time, meaning that level-1 operators can be notified of anomalies in seconds, long before problems manifest into application-wide incidents in production.