Moogsoft AIOps Helps HCL reduce MTTR by 33% for Hybrid Cloud Managed Service Assurance

Domain
- Managed IT Services

Key Challenges
- Support across hybrid cloud increases operations costs
- Lack of multi-tenancy for domain experts
- Operational noise, alert fatigue and change frequency
- Longer RCA, causing delay in service restoration
- Thousands of tickets per month

Business Impact
- Reduces customer CI/CD agility and DevOps productivity
- Significant productivity burnout across teams
- Customers identifying incidents before ops

Moogsoft AIOps Benefits
- HCL can assure customers' hybrid operations and CI/CD
- Reduced operational friction resulting from cloud migration
- 62% reduction in tickets
- 33% reduction in mean-time-to-restore

Integrations

- AWS Cloudwatch
- AWS CloudTrail
- ServiceNow
- AppDynamics
- Solarwinds
- SCOM
- HP SIM

- HP OVO
- ScienceLogic
- JIRA
- DryICE Automation
- Dynatrace

> "Moogsoft's machine learning and socialized workflows are the future of service assurance"
>
> —Kalyan Kumar B. (KK) , CTO, HCL Technologies

Moogsoft®

HCL Technologies is a global IT Managed Service Provider (MSP), focusing on transformational outsourcing with innovation and value. Through its award-winning DRYICE iAssure Platform, HCL provides Continuous Service Assurance enabling large and Fortune enterprises to cost efficiently migrate to hybrid cloud Continuous Innovation and Continuous Deployment.

Key Challenges

Traditional 'detect and resolve' approaches to service-affecting issues has relied upon a manual 'catch and dispatch' workflow, in which operators receive and assign alarms to domain experts via their legacy event-management dashboards. As the complexity of IT environments increase, solutions that use rule-based filtering and correlation or historic modeling can't keep up with change. As a result, operators are overwhelmed with alert fatigue and lack of context.

"The move to agile and cloud increases the raw event and log rates exponentially, overwhelming operational support staff," says Kaylan Kumar B, CTO, HCL Technologies. "The massive amount of constantly changing event data that results from cloud migrations delays in service restoration and, ultimately slows down the adoption rate of cloud infrastructures like AWS. Moogsoft AIOps and HCL's DRYICE iAssure Platform applications and Service reduces the costs of operations and increases the frequency of DevOps CI/CD."

Navin Sabharwal, Fellow & Chief Architect, HCL Technologies adds, "to keep up with the volume of events, automate the 'catch and dispatch' without any limitation of rules and push-notify the right domain experts for collaboration and faster remediation, AI and social collaboration became a top priority for us."

Moogsoft AIOps Solution

In the evaluation, Moogsoft AIOps solution enabled:

- Faster and more pain-free migration to agile, without increasing resources
- Ease of integration with the existing monitoring and ITSM tools
- Quality of event correlation across multiple tool sets, both cloud and on-premises
- 85% reduction from events to unique alerts and clustered alerts to situations

Today, Moogsoft AIOps ingests event feeds from 30+ different tools across HCL's managed customers on premise and Cloud platforms. Moogsoft AIOps, integrated with HCL's DRYICE iAssure Platform, has helped reduce help desk tickets by 62%, along with a 33% reduction in the MTTR. The DRYICE iAssure Platform has transformed HCL's customers from reactive to proactive incident management by offering more visibility across IT and Applications infrastructure and averting issues which would previously have become service impacting incidents.

With the help of Moogsoft, HCL is able to support its customers' transition to agile business practices without increasing HCL's costs of operations. Moogsoft AIOps has allowed HCL to reach the full potential of its advanced DRYICE iAssure Platform.