Moogsoft AIOps Helps HCL Cut Resolution Time By 33%

HCL Technologies is a global IT Managed Service Provider (MSP), focusing on transformational outsourcing with innovation and value. Through its award-winning DryICE platform (formerly Managed Tools-as-a-Service also known as MTaaS platform), HCL provides high-quality IT service assurance to large enterprises at an exceptional value.

Key Challenges

Traditional approach for 'detect and resolve' service-affecting issues has been to rely on a 'catch and dispatch' workflow, a manual process in which operators receive and assign alarms to domain experts via their legacy event-management system. As the complexity of IT environment increases, along with scale and change, solutions that use rule-based filtering and correlation approach can't keep up with that. As a result, operators are overwhelmed with alert fatigue and lack of context.

These challenges lead to reactive approach towards the entire operations -- responding to issues after clients have already been impacted. Additionally this results into filtration of millions of events down to tens of thousands of tickets. Finally, due to the limited context, it could take hours to resolve these incidents.

"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, machine learning and social collaboration became a top priority for us," said Navin Sabharwal, Fellow & Chief Architect, HCL Technologies.

Moogsoft AIOps Solution

In the evaluation, Moogsoft AIOps solution enabled:

- Ease of integration with the existing monitoring and ITSM tools
- Quality of event correlation across multiple toolsets, and
- Time-to-value
- 85% reduction from events to unique alerts and clustered alerts to Situations

Today, Moogsoft AIOps ingests event feeds from 30+ different tools and has helps reduce helpdesk tickets by 62%, along with a 33% reduction in Mean-Time-To-Restore.

The solution has enabled proactive incident management, identifying and addressing incidents as they unfold. The solution has successfully reduced dependency on static rules and models with more visibility across IT infrastructure.

Domain
- Managed IT Services

Key Challenges
- Lack of multi-tenancy for domain experts
- Operational noise and alert fatigue
- Longer RCI, causing delay in service restoration
- Lack of context and situational awareness
- Thousands of tickets/month

Business Impact
- Significant productivity burn across teams
- Customers identifying incidents before ops
- High cost of service restoration

Moogsoft AIOps Business Benefits
- 62% reduction in tickets
- 33% reduction in mean-time-to-restore

Integrations
- ServiceNow
- Nimsoft
- Solarwinds
- SCOM
- HP SIM
- HP OVO
- WhatsUpGold
- NetBackup
- RecoverPoint
- DFM
- Hi-Track
- HP SUVM
- Edgesight
- Cisco TES
- CommVault
- OEM
- Clarion
- Vcenter
- TapeLibrary
- VNX SAN Switch

"Moogsoft's machine learning and socialized workflows are the future of service assurance"

—Kalyan Kumar B. (KK), CTO, HCL Technologies

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