



Network Data Systems Increases Focus on Actionable Items with AssureNow



Network Data Systems

BUSINESS NEED

Network Data Systems (NDS) (www.network-data.com) offers companies customized IT infrastructure solutions. A NDS team of 120 business and technology professionals provide IT infrastructure, professional and managed services to Fortune 500 companies with complex systems, multi-national workforces and challenging integration issues.

Headquartered in Illinois, NDS provides managed services for nearly 40 customers with 3,200 devices. In meeting the growing demands of its clients, the company extended the number of systems and platforms it supports. Unfortunately, due to the multitude of proprietary systems feeding into NDS's back-end monitoring tools, multiple tickets could be issued when an event would happen within a customer's environment. With multiple tickets being processed and no automatic way to determine similar or duplicate issues, employees began managing huge ticket workloads. This prompted NDS to look for a partner to help with event correlation and deduplication.

SOLUTION

Upon researching potential vendors, NDS determined a short list of three companies to compete for the business. NDS found the capabilities of Monolith Software's AssureNow platform fitting for

the needs of the business. This, in addition to the technical expertise and experience of the Monolith Software team, drove NDS to move forward with AssureNow. Together they decided on a phased roll-out of the platform.

“We've been able to cut four or five tickets down to one single ticket to address a client issue.” – Wayne Dumas, Director of Managed Services, Network Data Systems





“The people at Monolith were so easy to deal with, very helpful and always there for us. That relationship really helped us in our selection process.” – Wayne Dumas, Director of Managed Services, Network Data Systems

Phase one focused on event correlation. Monolith Software was tasked with becoming the common point of contact for NDS's ticketing system for all monitoring systems and tools. The AssureNow platform would need to de-duplicate and correlate events together, and then

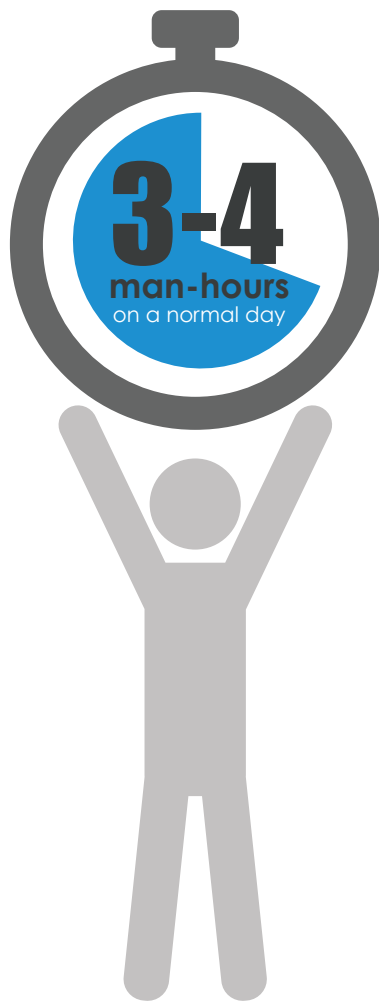
create a single ticket for the NDS team to address.

After the NDS and Monolith Software teams began testing and validating the tool, they discovered the potential for ticket enrichment. This

was an opportunity for AssureNow to not only correlate the parent/child events together into one ticket, but to also provide the engineer with the initial diagnostic steps to commence troubleshooting, saving NDS time and money.

The future stages of the roll-out include AssureNow's fault management and performance monitoring tools, followed eventually by service-level agreement components.

Working on issues immediately **SAVES** employees



RESULTS

During the event correlation phase of the AssureNow roll-out NDS has seen significant reduction in ticket generation volume and a significant increase in employee productivity. With the AssureNow platform, tickets for an event have decreased from five to one. Employees are now more efficient. No longer bogged down and overwhelmed with multiple event tickets, employees can quickly focus on the action items necessary to address client issues.

Prior to AssureNow, it would take NDS engineers an average of one hour to troubleshoot event tickets (typically four or five tickets for some event incidents) and filter out duplicates. By automatically de-duplicating the tickets with AssureNow, engineers now start working on issues immediately, saving employees 3-4 man-hours on a normal day.

Customers have also reported increased satisfaction with NDS services. Because employees have a smaller ticket load, they are more productive and customers see the problems in their environments handled and resolved at a much faster pace.

Quickly after the event correlation phase was complete, Monolith and NDS teams began to work on ticket enrichment. This further increased efficiency and employee morale. AssureNow is helping to guide engineers in the right direction by populating tips for common issues directly on the ticket. The future goal is to have these steps automatically implemented by the AssureNow system, further improving NDS efficiencies, customer satisfaction and company margins.



SAVINGS
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One year after implementing AssureNow, savings of employee time, event correlation and ticket enrichment have resulted in a 30 percent ROI for NDS.

NDS has also found that the AssureNow tool can act as an e-bonding solution. It allows for Simple Mail Transfer Protocol (SMTP) integration with the ticketing system, letting NDS exchange emails with customers directly through the system, while automatically updating the ticket on both sides.

As the future AssureNow phases roll out, NDS is expecting to further increase productivity, visibility and customer satisfaction.

ABOUT

Monolith Software

Monolith Software provides a next generation, service assurance solution that unifies fault, performance, topology and service level management in a single scalable platform. With Monolith AssureNow™, you can drive IT and OSS transformation to service-oriented operations and accelerate delivery of new services to increase revenue, while consolidating disparate and legacy tools to significantly reduce operations costs.

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Network Data Systems is a Cisco Cloud and Managed Services Master Program (CMSP) Partner, with a Cisco Powered Service and Gold designation. Network Data Systems, some say, is the industry's best kept secret, a world-class specialist in providing IT infrastructure, professional and managed services. Headquartered in the Chicago suburb of Schaumburg, IL, NDS is trusted to serve some of the nation's largest, most complex corporation and government agencies.



"Our business is all about efficiencies. So, wherever we possibly can, we are trying to find partners that we can work together with to create this automation to make things easier on our team." – Wayne Dumas, Director of Managed Services, Network Data Systems

