



Aureon Increases Visibility and Efficiency with AssureNow

BUSINESS NEED:



Aureon (www.aureon.com) is a leading business solutions provider that offers a variety of support services for organizations – small and large. Aureon's team of 1,000 business and technology professionals provide end-to-end network transport, IT and communications solutions with an unparalleled combination of talent, technology, HR and contact center solutions to better equip and support customers across the nation.

Headquartered in West Des Moines, Iowa, with offices in Omaha, Neb. and Kansas City, Mo., Aureon works as a trusted partner to provide custom solutions specific to clients' needs. Aureon provides business solutions services to more than 5,000 companies with over 10,000

“We were originally able to sign on as a Monolith beta customer. That process has been extremely valuable to us as we feel like we are in a partnership with Monolith rather than just a customer” – Jesse Hess, OSS Administrator

network devices. With technology drastically evolving, Aureon found itself needing a better way to view and sort the massive amounts of data it received daily. The company

was growing; rapidly making acquisitions which brought in more software systems and hardware. In order to run efficiently Aureon needed to retire those legacy systems into one, easy-to-read platform to meet the evolving company's needs. Aureon decided it was time to look for a vendor that could meet its challenge.

SOLUTION:

Aureon gathered a list of platform requirements, issued RFPs and evaluated submitted proposals – a process that took nearly a year. After performing proof of concepts, Aureon narrowed its search down to three finalists - NetBoss XT, NetCool and AssureNow. Aureon tested each platform for 30 days and determined that the Monolith Software team and the capabilities of the AssureNow platform fit the needs of the business.



"The internal team at the OSS Department has realized the efficiencies it has gained from working with AssureNow. While change in the beginning is never easy, it's now a platform they don't know how they would do without it." – Jesse Hess, OSS Administrator

AssureNow stood out from the competition due to its solid pricing structure, stationary licensing model and single database. Prior to AssureNow, Aureon's technicians had

to log in and search through multiple systems to address customer needs and concerns. Now, with one database, technicians can find information they need quickly and efficiently.



Helps the company's technicians **decrease reaction time** and **reduce operational costs**.

RESULTS:

Once AssureNow was implemented, Aureon immediately noticed an increase in event visibility. Not only was the new system melding multiple networks together, the granularity of events was extremely impressive. On average, Aureon manages 900,000 events each day and collects over 111 million metrics per day. Aureon tackles these massive numbers with only three full-time technicians during the day. AssureNow allows Aureon to filter and prioritize these events and metrics to a manageable level to help its limited number of technicians provide optimum service levels. After the implementation of AssureNow, Aureon has seen an increase in productivity. Their technicians are able to focus solely on job function rather than spending time stagnant in legacy systems.

The AssureNow platform created a dashboard of information that helps the company's technicians decrease reaction time and reduce operational costs. Aureon's legacy model did not have the functionality to perform technical requirements for Wireless BackHaul. AssureNow enables Aureon to focus on this revenue stream; winning contracts with major national wireless carriers.

For Aureon, the flexibility of AssureNow is its strongest asset. The platform can be easily adapted to include cutting edge innovations. Aureon is confident it has the technology in place for future endeavors and that it will be able to integrate any new system into the AssureNow platform.

The company growth, increase in volume of data processed daily and decrease in legacy programs are things Aureon did not think was possible five years ago. Aureon has future plans to bring on a new record keeping system with AssureNow's automation functionality. To reduce the load on the OSS team, Aureon wants to use AssureNow to auto generate alerts when projects are completed to further increase efficiencies. Other plans down the road include further integration of Aureon's ticketing system, field technicians geo-positioning and potentially more legacy system retirement.

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.

Aureon

Aureon is a business solutions provider who connects possibilities by providing unique and scalable business support services for organizations – small and large. Headquartered in the heart of the Midwest, and serving clients nationally, Aureon offers a comprehensive suite of support solutions, with a focus on Technology, HR and Contact Center services. Aureon's unique combination of talent, technology and tools enable clients to focus on their core business.

