THE INTEGRATED SERVICE CENTER POWERED BY DIGITAL ROBOTICS ENGINE™

Breaking the Silos of Systems Assurance and Service Desk to create a unique Service Center in the 21st Century.

The IT "Help Desk" has changed little in the last 30 years, it is generally considered a level 1 call center for basic user support. In the last decade it has changed modestly to the "Service Desk" by providing a web portal to request services and a basic service catalog, a few have actually adopted Service Level Agreements between the customers serviced and the service desk delivery.

System Assurance is in the same situation, 20-year-old monitoring software floods engineers and support specialists with alerts. This information, these alerts are rarely tied directly into the Service Desk due to the sheer volume of data that they generate. So silos have been built and called System Management or Data Center Monitoring Team so that humans can filter through the data and then provide the Service Desk with what they believe to be pertinent information.

Enterprise Integration knows there is a better way and we call it the Integrated Service Center™ or ISC™. Leveraging advanced digital robotics, we have developed a system and process that combines the Service Desk with Systems Assurance to create a closed loop system that reduces the noise from the monitoring tools and insures no critical alert goes un answered. This allows critical systems information and response to be centralized into the IT Service Management System. The following is a case study of before and after implementation that provided multiple cost reduction benefits.

The ability to combine two silos of tech support, Systems Management and Service Desk for a net **decrease in direct costs, up to 20%** in many cases through man hour reductions.

Decrease escalation to Engineer and Application Support Teams through **event correlation, aggregation and auto resolve** features of the Digital Robotics Engine™.

1. **Reduced escalations and escalation mis-routes (less ticket thrashing)**
2. **Faster Mean Time to Recovery (Increased systems up-time)**
3. **Time based prioritization of escalations (Reduced after hours work)**

Provides a direct platform for Continuous Improvement allowing the benefit of digital robotics to create and ever growing list of automated resolutions that will **minimize downtime and reduce costs** of managing legacy systems. The support of installed systems generally utilizes 80% of most IT operational budgets. **Leaving only 20%**, on average, for business improving technologies.

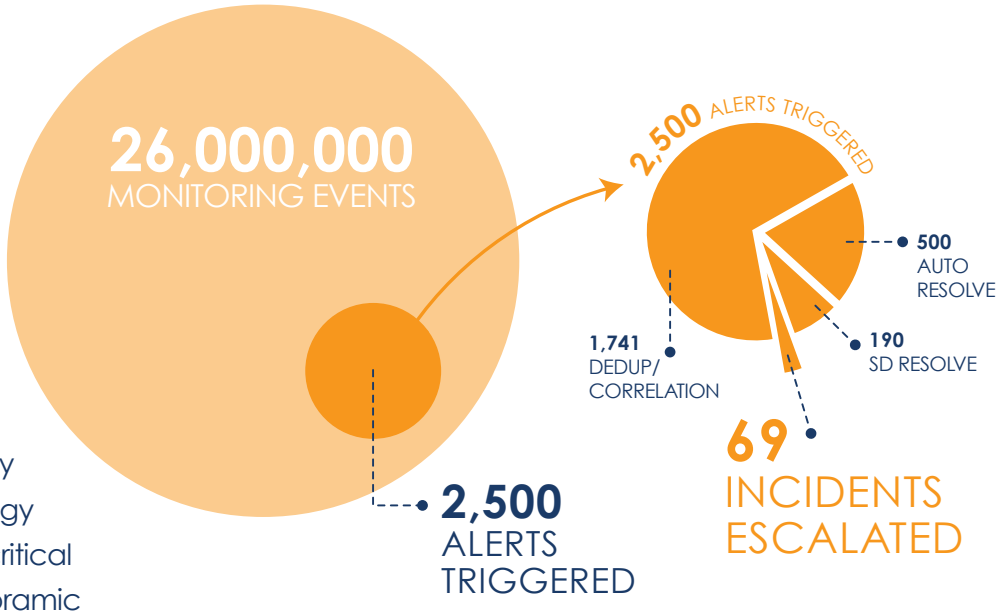
24 by 7 Raving Fan customer service for incident handling and Service Desk.

Our Study has proven that in a mid-size company of 3000 employees across 80 locations with 2 data centers and 500 servers, Monitoring will execute approximately 26 Million events and generate over 2,500 alerts for IT to manage monthly.

To break this down in to costs, take 2500 alerts and reduce them down through a human filter in the best case would be 5 minutes per alert to acknowledge and correlate which equates to 208 man hours. That removes 1,741 alerts from the bucket. Escalation would then occur on 759 Alerts for additional research and mitigation and that was estimated to average 30 minutes per escalation. In simple math that represents a direct cost of over $35,000 per month on average.

Function	Count	Action	Time in Hour	Cost @ $60 per Hour
Alerts/ Triggers	2,500.00	Alerts	208.33	$12,500.00
Human Depuplication and Correlation	1,741.00	Reduction		$22,770.00
Escalation to Engineer	759.00	Resolution	379.50	$22,770.00
				$35,270.00

Without any intelligence filtering the messages, I.T technicians are left wading through the overwhelming amount of information that can be a waste of time in any enterprise.



Intelligent monitoring when integrated holistically with 21st century technology and processes can be a critical part of creating the "Panoramic View" of your enterprise from Desktop to Datacenter and Cloud.

With the evolution of advanced integration technologies and the ability to use alerts to create actionable scripts, Robotics tied to intelligent monitoring creates opportunities to revolutionize Systems monitoring. Let's review the failures of the past to explore how intelligent monitoring defines the future.

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THE STRENGTH OF AN INTEGRATED SYSTEM

Enterprise Integration ("EI") recognized the need for a holistic approach to monitoring and automation, and have spent many years developing the process and the technology required to gain the full value of that holistic approach to system monitoring.

The following are fundamental insights they uncovered that redefine the monitoring paradigm:

1. Deploy the right tool for the right part of the Infrastructure

- There is no effective tool that can operate on a one size fits all model. Although some products claim otherwise, purchasing such a monitoring tool that claims to monitor "Everything" is very expensive and a poor return on investment. By selecting the best tool for each unique technology (i.e. - Servers, Network, SAN and Endpoint) results in both a more efficient and cost effective solution.

2. Continually tune out the false alerts

- Each network is a little different so tuning is somewhat unique to each clients environment, and critical to leveraging the tools effectively. EI always makes this a priority in the first week of implementation.

3. Leverage automation everywhere

- Over **70%** of Alerts can be aggregated from multiple systems, and correlated and deduplicated before ever reaching a human.
- Through many years of experience, EI has found that greater than 60% of notifications that used to pass through the prior system as valid alerts, can now be automated through the use of digital robotics for remediation

4. Centralize ALL alerts to the Service Desk

- Service Desks are generally staffed 24x7x365 and are trained to manage incidents through to remediation.
- Through use of advanced automation, the alerts that are presented to the Service Desk have predefined routing and categorization to allow them to eliminate ticket thrashing between service teams and escalate to the appropriate service team or individual.

5. Continuous Improvement

- By routing all alerts to the Service Desk, the implementation of a continuous improvement process, to identify alerts that can be automated for resolution, is a best practice.

CLOSED LOOP SYSTEM:
SERVICE DESK AND SYSTEM MONITORING INTEGRATION

EI can seamlessly link monitoring systems to the IT Service Desk, creating a fully-integrated, closed-loop network monitoring and management environment. Valid alerts will automatically be captured as incidents, so support staff can manage them as needed, track handling from start-to-finish, close them when the event is resolved, and include the solution in the knowledge base. As a result, companies have a full audit assess the impact those events had on related assets (i.e. - configuration items).

IMPROVES
THE ABILITY TO RAPIDLY
IDENTIFY
FAULTS OR FAILURES

System Monitoring, when implemented correctly, improves the ability to rapidly identify faults or failures which ultimately improves the eco system performance and productivity. Additionally, these systems collect long term performance and capacity data that should be used to optimize the Server, Storage, Network and Application footprint within any infrastructure.

BEYOND THE INTEGRATED SYSTEM

In a standard deployment of system monitoring there is a simple link between the Monitoring System and the Service Desk System. This allows the monitoring system to create an incident for the Service Desk to track and follow through to remediation. This configuration often creates thousands of incidents (tickets) that are unresolved and mask the true issues that exists in the infrastructure.

After years of strategizing on where the gaps in the industry were and what our clients really needed, EI began internally developing a tool suite that would create a simple, unified view of the entire IT supply chain. This would finally allow our clients to visualize, understand and improve upon the value IT delivers to their business. Today, that vision is known as Service Delivery Intelligence™, ("SDI™") and it is changing the way we, and in turn our clients, do business. By adding SDI™ to the data stream we create the ability to place workflows and decision trees into the process. The decisions made by SDI™ are effectively the same as bringing on an engineer. The bi-directional flow of data allows SDI™ to query the monitoring system, as well as, create and close tickets at the service desk, just like an engineer.

In fact, the SDI™ decision trees (or "workflows") are programmed by engineers to collect data and make the decisions an engineer would make to resolve an issue. Then, once a decision has been made SDI™ dispatches the Digital Robotics Engine™ to resolve the problem by executing the corrective action directly on the Server.

EI's Digital Robotics™ virtually takes the place of a Systems Engineer. The system gathers data from the SDI™ tool suite, analyzes the data and makes a decision. With the Digital Robotics™ handling the majority of system related events, our engineering staff has changed focus. They have moved from a reactive status to a preventative research status. This allows our team to proactively evaluate environments for single points of failure, create new problem isolation methods for Digital Robotics™ and enhance the end user monitoring experience through our tool EndPoint Experience™.

> ***"We provide a next generation Service Desk and Monitoring solution to our clients through our proprietary toolsets: SDI™, Digital Robotics Engine™ and EndPoint Experience™. Combined together with System Monitoring tools and the Service Desk guarantee your full business value is returned."***
>
> *– Tracey Brown, CTO, Enterprise Integration*

EndPoint Experience™ is a tool EI created to provide the real-time insight necessary to monitor, manage and correlate the data that combines to create the overall customer experience. A highly intelligent agent, EndPoint Experience™ continuously and comprehensively monitors the endpoint performance and health of the organization, user by user. EndPoint Experience™ monitors the user experience and watches for faults and errors, such as applications not responding and allows EI technicians to quickly get to the root cause of an end point issue.

The introduction of the SDI™ partnered with Digital Robotics Engine™ and EndPoint Experience™ is groundbreaking in its ability to automate system alerts according to best-practice workflows to ensure consistent and speedy results every time. Event Storms that once required hands-on attention from expert engineers are now programmatically handled immediately, often before they cause impact to EI's valued clients. Digital Robotics Engine™ has created the ability for EI to execute hundreds of automated tasks for each customer to provide common maintenance, documentation, audit and compliance services instantaneously. Those same engineers who were previously resolving repetitive issues time and time again are now able to focus on INNOVATING for the business.

ENTERPRISE INTEGRATION

THE INTEGRATED SERVICE CENTER

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