

Enablis Tunes MSP NetOps with Improved Service Visibility Boosting NPS 50%

The ScienceLogic AIOps platform helped Enablis reduce noise by 34% to deliver amazing customer experience

Award-winning AUS-based MSP, Enablis specializes in network services for enterprise clients with tens to hundreds of sites—three pillars of service include full communications infrastructure, collaboration, and security. Never resting on quality and value, Enablis lifted the hood and tuned their SL1 platform-powered IT operations engine for improved business performance and amazing customer experience. With expanded leverage of SL1 service visibility, correlated noise reduction, and automated incident and CMDB workflows, Enablis now drives faster service delivery with greater customer satisfaction.

Customer Goals

-  Continuously improve and deliver amazing customer experience – increase effectiveness and efficiency in delivering services
-  Gain intelligence and control over services – granular data prevents issues impacting cost, revenue, productivity, CSAT, and client value
-  Quick support and remediation for issues impacting network services – minimize time to repair

ScienceLogic Solution

-  SL1 platform establishes a scalable and extensible foundation of intelligence and control that drives breakthrough agility, speed, value, and growth
-  SL1 service monitoring and dashboards speed issue isolation and notification, giving clients confidence their services are under control
-  SL1 noise reduction focuses staff on real events prioritized by service impact, with remediation sped through auto-ticketing and troubleshooting

“ ScienceLogic’s future vision was light years ahead of any vendor, and that told us we were truly partnering with a next generation management solution that would give us the platform to deliver the best service to our customers. ”

– Jon Evans, CEO, Enablis

Results

\$50K

annual cost avoided from bandwidth overutilization charges

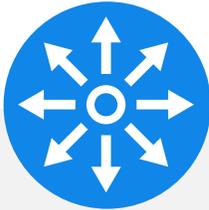
40%

improvement of average incident MTTR

34%

decrease in incident noise—driving increased service visibility

Technical Challenges Addressed



Reduce the Noise, Increase Productivity

Vast client networks flooded engineers with 1,600 events at any point in time; and most was noise. Real issues were hidden, and it became difficult to prioritize events based on service impact. To quiet the noise, Enablis realized a need to modernize their processes to leverage advanced features of the SL1 platform—while also tuning how events are created and managed. Enablis shifted from high-noise device monitoring to prioritized service monitoring combined with automation. As a result, Enablis saw a 34% cut in event noise, which increased staff productivity and shifted their focus to deliver more client value.



Expanded Service Visibility

With data now presented within a service context, Enablis gained expanded visibility and operational insight. Enablis is now able to bring in more data that reveals service-impacting issues. They leveraged SL1 business services, dashboards, and reports to gain granular service insights. For example, contextualized events revealed 4G backup was kicking in and imposing high costs and bandwidth over/under usage; and also revealed their top 10 service impacting devices/events. These insights helped Enablis reduce their network utilization costs by 64%, improve CSAT (50% boost in NPS) and drive overall business growth (7% increase in sales).



Automate ITSM & Remediation Workflows

Enablis' NetOps tuning project revealed engineers dealt with roughly 120K tickets/year. High volume manual ticket creation and an inaccurate CMDB were cause for major costs and prolonged delays in MTTR. For example, many tickets were rerouted multiple times at 30 min per reroute, adding on significant labor hours and delayed repairs. With SL1 monitored assets (CIs) now synchronized with the ServiceNow CMDB, tickets are now auto-created and routed correctly the first time, resulting in significant savings. Additional savings are achieved with SL1 auto-remediating high frequency events.

Why ScienceLogic?

For Enablis, amazing customer experience is core to their success and is supported by quality service, value, and customer satisfaction. Enablis recognized investments they could make to take full advantage of the features of their ScienceLogic SL1 AIOps Platform, using advanced analytics and automation capabilities they knew would help them solve problems faster and better. And so Enablis embarked on a journey with ScienceLogic to up-level and modernize their MSP network operations. A joint workshop determined a strategic shift would be necessary to achieve objectives, the executed plan resulted in:

- Improved service visibility—shifted device to service monitoring for better insights into client services
- Improved operations efficiency—shifted manual to automated Ops for better productivity and CSAT
- Maximized staff resources—optimized Ops shifted staff to new services development and client value

ScienceLogic is a leader in AIOps, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.