:: digitate

Single Pane of Glass Monitoring with ignio™ Observe

A large institutional investor

ABOUT THE CUSTOMER

The customer is a private investment company based in Canada and is one of the largest institutional investors globally. It invests pension funds for retired teachers and school officials, seeking high, yet stable returns.

BUSINESS CONTEXT

Investment companies rely on their IT infrastructure to ensure optimum use of resources and timely delivery of services. Disruptions can have a significant impact on their operations. They need a modern solution to make operations seamless by reducing overhead costs, and achieve better efficiency, while automating manual processes.

THE CHALLENGE

The customer's IT environment includes 15 monitoring tools, which support various technologies. All these monitoring tools were decentralized and used to be handled by different teams. This had resulted in delays in finding the root cause of the issue. If an issue was encountered, it was logged manually, sometimes leading to the creation of duplicate tickets. This resulted in multiple hops for the tickets across teams and delays in resolving them.

The customer was looking for a better approach to monitor the network devices, reduce the manual operations, system noise, and move towards AI-centric operations.

THE PROBLEM – Siloed Third-party Monitoring Tools

The customer's IT system generates close to 360,000 alerts every year across all their 15 monitoring systems.

The monitoring and resolution teams operated in silos and lacked a single-pane view of all the tickets being generated. This caused a lot of forwarding of the tickets to find the right team to handle a given issue.
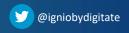
Moreover, manual resolution of the tickets was substantially delaying diagnosis and resolution, interfering with business operations.

THE SOLUTION

First, ignio performed end-to-end blueprinting and normal behavior profiling of the entire IT ecosystem. Then it integrated with the 15 monitoring tools, capturing all their alerts in order to prioritize them based on impact and eliminate false positives. This reduced the overall noise in the system. ignio Observe, a module of AIOps focusing on observability, was deployed for network devices and helped improve the depth of monitoring.

After successful deployment and integration, ignio now automatically ingests the generated alerts and performs suppression, aggregation, and correlation. When true alerts are detected, ignio creates a ticket in ITSM. ignio then uses its out-of-the-box self-heal capabilities to resolve the tickets autonomously wherever possible. For the remaining unresolved tickets, ignio performs root cause analysis, logs all the relevant data along with the ticket, and sends it to the manual queue.

ignio AIOps Overall Benefits

85% — Noise suppression

95% — MTTD reduction

85% — MTTR reduction

7 FTE — Effort reduction

Customer Testimonial

"ignio Observe has the capability to help IT organizations evolve and move away from the burden of leveraging multiple toolsets for support and monitoring. Observe has the potential to provide a single pane of glass view that delivers collective telemetry data across various platforms. This has allowed us the opportunity to rationalize our current monitoring tool footprint supporting different tech stacks.

Adding ignio Observe's collective view of cross-platform data capabilities to ignio AIOps (AI/ML) can help IT operations be more proactive, agile and optimal."

- Managing Director

KEY VALUE DELIVERED

- Improved observability and monitoring
- Reduced manual monitoring
- Reduced delays and human errors

- Increased business agility and enabled seamless operations
- Eliminated system noise