

IPcenter In Action

A selection of stories from organizations adopting IPsoft's innovative autonomic solutions to deliver guaranteed business outcomes.



Imagine a More Efficient World



IPsoft is delivering business outcomes for clients through its autonomic technology

Autonomic IT Management

Imagine you could increase the volume of IT operations work processed without increasing cost. Now, imagine that the lower cost of processing resulted in negligible error rates. With no wasted downtime to rectify errors, imagine the positive impact on your business operations.

IPsoft envisions a world in which mundane engineering chores are automated, freeing IT engineers to focus on creative endeavors and innovation. IPsoft is the world leader in the development of autonomic and cognitive technology.

IPsoft's virtual engineers impact 1 in 10 Fortune 1,000 companies' IT operations.

Our IT service management platform, **IPcenter** leverages the power of autonomics to increase efficiency and quality. It forms the basis of IPsoft's services and integrates into your existing IT landscape so that information about your operations is consolidated into a single view.

IPcenter essentially provides a cadre of "virtual engineers" that work like the company's best engineers, but do so faster, cheaper, and with an assured quality of output.

Just like human engineers, they can talk to one another and work together to resolve complex, dynamic problems.

Read on to discover how IPsoft has transformed our clients' IT infrastructures.

Cruise Line Uses IPcenter to Reduce Downtime



1:08

The average response rate IPcenter has achieved

55%

IPcenter's resolution rate, exceeding the targeted resolution of 25%

The problem

One of the world's largest cruise lines has decided to elevate the vacation experience of their guests by helping cruise staff maintain operational excellence and deliver better service. Given the amount of passengers and a limited number of ship personnel, smooth operations can become problematic and negatively impact the overall experience of a guest.

The solution

IPsoft introduced the company to IPcenter, our IT automation platform. Some of their most common challenges when tackling IT-related requests from multiple vessels was the manual nature of creating tickets and resolving issues in a timely manner. By deploying IPcenter within two their data center vessels, IT staff now have real-time visibility into the state of the IT systems aboard all ships.

The result

Within the first week of IPcenter's deployment, a system outage was prevented aboard one of the ships due to this new degree of visibility. Not to mention, different automatas – automated scripts developed to handle specific IT tasks autonomously – have also been deployed through the IPcenter platform and in the process has reduced downtime and sped up the resolution of incidents substantially. Going forward, the plan is to build from these successes and spread IPcenter's presence to their remaining ships by the end of Q3.

Multinational Insurer Deploys IPcenter as Centralizing Force for IT



Alert resolution
is down from
**10 hours to 6
minutes.**



72.5 engineering
hours per day
have been returned
to their department



Cost per alert
resolution is now
under **\$1** compared
to **\$19.07** for
agents and **\$85** for
engineers

A multinational US-based insurer had an IT infrastructure that was considerably “high-touch,” or in other words, mainly driven by the manual processing of IT engineers and specialists. There was very little in automation built into their operations and with the constant flow of incidents entering their global IT department, they required a more streamlined, efficient approach to resolve low complexity IT tickets.

IPcenter was presented as the automation solution best suited to optimize the distribution of human and financial resources, create peak efficiency in operations and maintain a technologically stable environment. Built upon IPcenter’s foundation, a digital workforce of five separate virtual engineers were developed to address specific IT issues in different networks, databases, Windows servers or Linux and Unix servers. Over time, the virtual engineers improved their performance without being explicitly programmed because of their ability to learn through observation.

Soon IPcenter became the centralizing force within their IT department, being able to accurately categorize incoming alerts from multiple sources, create tickets and see the incident through to resolution – in essence, completing a wide array of high volume, L1 issues end-to-end. With IPcenter’s virtual engineers working autonomously 24/7 on mundane issues, approximately 72.5 engineering hours per day have been returned to their department and alert resolution is down from 10 hours to 6 minutes. Now their IT staff is free to work on more meaningful tasks. In addition, the cost per alert resolution is now under \$1 compared to \$19.07 for service agents and \$85 for engineers before IPcenter’s deployment.

Credit Card Company Employs Virtual Engineers to Accelerate Productivity

A global credit card company was having difficulty consistently and quickly resolving incoming IT incidents. The company's degree of IT automation at this point was minimal and incidents were typically handled in manual fashion by onsite IT specialists. Given the lack of labor resources and constant flow of IT requests entering the department, this client sought a business partner that could alleviate its workload dilemma and provide additional support to boost incident resolution performance levels.

The initial phase of IPcenter's implementation took place in 2007 and involved gaining access to this customer's complex IT network and successfully installing the different components of IPcenter, including the system-wide monitoring tool, IPmon and the remote maintenance tool, IPremote. The objective at this stage was to support L1 incidents which were the most common and collectively time-consuming for IT workers to resolve.



300,000
man-hours saved

After a year of resolving L1 issues, IPcenter's immediate effectiveness as an auxiliary IT resource prompted the financial credit services company to elevate the type of incidents IPcenter could now handle and began addressing L2 incidents in addition to L1 issues.

From 2007 to 2014, the company's IT department saved over 300,000 man-hours as a result of IPcenter's implementation, which achieved a 90-97% autonomous resolution rate. In other words, hands-on IT support for L1 and L2 incidents only occurred 3%-10% of the time. This resolution metric has continuously approached the 100% mark since IPcenter's initial rollout which is a testament to the commitment of IPsoft's technical team to continue enhancing solutions post-deployment. Moreover, the presence of IPcenter benefited the professional development of this organization's internal IT talent and provided a working environment where incumbent IT staff members could further hone their technical skills by taking on complex L3 issues.

As a part of the IPcenter solution, we expanded the client's IT environment from a couple hundred servers to approximately 1500 servers in order to meet the workload demand of the client and also so IPcenter could perform at the peak of its capabilities.

With IPcenter serving as the central ticketing platform for the company's IT department, the amount of registered tickets decreased by 28%. IPcenter was able to quickly identify and purge significant amounts of duplicate and non-actionable items from the ticket queue; thereby improving the accuracy of the department's performance metrics.

Global Investment Bank Automates Resolution Of Failed Trades



80%
of failed trades are
resolved without human
involvement

35%
reduction in
staff costs

93%
reduction in average
resolution and fix time

The problem

A New York-based global investment banking company was spending an inordinate amount of time, effort, and expense resolving fixed-income securities trades that failed because of systems issues.

Due to a complex and constantly changing trading floor IT environment, it was taking an average 47 minutes to find, diagnose, and fix a failed trade.

The solution

IPsoft's IPcenter automatics platform was selected to replace a failed runbook automation tool project. To give IT management the confidence that IPcenter would be successful, IPsoft provided contractually guaranteed levels of automation after a short scoping assessment.

The result

Within a month of implementing the IPcenter platform, 80% of failed trades were resolved without human involvement. Only the most complex systems issues are handled by engineers.

The result is a 93% reduction in average resolution and fix time, from 47 minutes to 4 minutes, and a 35% reduction in staff costs.

The implementation was so successful that IPsoft is being implemented in other business units, such as the bank's wealth management division.

IPsoft Eases CareCentrix Transition Into A Standalone Firm



Guaranteed mean time to respond of **15 minutes or less** to all issues



Management of **5,500** services monitored across **300** physical and virtual servers



24/7 availability to resolve issues

The problem

CareCentrix, the leading provider of home health benefits management services to the health care industry, was a division of home health pioneer Gentiva Health Services. In 2008, CareCentrix became a standalone company, and the transition required the separation of multiple infrastructure services from Gentiva.

CareCentrix required full-scope IT infrastructure management including complete management of its network and server estate. Help was needed designing and building a data center environment in a co-location facility, from the ground up, as well as an innovative virtualization solution to reduce the physical server footprint.

The solution

Delivered via IPcenter, IPsoft's solution for CareCentrix includes, among other things, management of 300 physical and virtual servers, and support services for CareCentrix's network, help desk, storage, and databases.

The result

CareCentrix was looking not just for a vendor but a partner. IPsoft stood apart from other service providers in its flexibility and ability to adjust its processes to meet the client's needs.

The data center build out was completed in four days. CareCentrix also noted that once a problem is identified, the same problem does not typically reoccur.



56%

IPcenter manages on average 56% of IT events from end to end without manual intervention



30%

We guarantee to increase IT efficiency by 30% in 90 days



60%

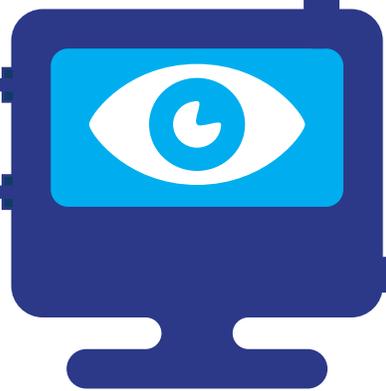
Our clients realize 60% reduction in mean time to resolution



97%

IPsoft receives 97% positive client feedback

Automating Large, Dynamic Private Cloud Operations



Management, and decommissioning of up to

3,000

virtual machines every day

0

additional man hours required

0

error rate achieved

The problem

In 2010, a top 10 US insurance company made a strategic decision to move to a virtual environment for IT operations and applications development. Because of the company's size and scope, their private cloud would have to scale to 200,000 virtual machines (VMs) in the first phase and be able to grow beyond that if necessary.

They developed a provisioning portal that worked reasonably well for just VM provisioning at fairly low request volumes, but not for scaled VM provisioning or large numbers of pod deployments.

The solution

Within IPcenter is a sophisticated "discovery" capability for identifying and registering new assets in an IT environment. This module is used for cloud support. Due to the extraordinary volumes of our client, the IPsoft team modified this discovery capability to accommodate the massive requests and rapidly changing cloud environment in real time.

IPcenter includes cloud management modules that allow clients to integrate with any hypervisor, platform, public cloud, or private cloud that runs virtual machines – and use IPcenter for monitoring and managing the cloud.

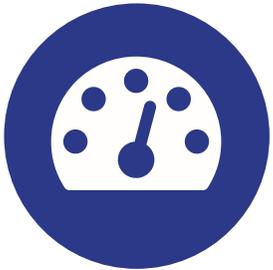
The result

With IPcenter's cloud technology, the company can pinpoint performance bottlenecks, track activity for accurate service level agreement guarantees in a fast growing and shrinking infrastructure, have improved stability and service quality, and have visibility into an infrastructure that changes by the minute.

Virtual Engineers Accelerate Productivity

20,000+

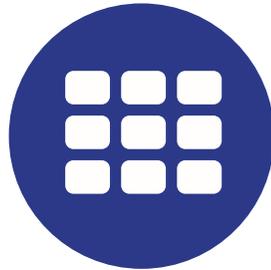
Library of over 20,000 end-to-end automations and 1,000+ Virtual Engineers ready to be used



Work at computer speeds



Work 24x7 with no breaks, no downtime



100% consistent

Paving the Way for Productivity

IPcenter's virtual engineers change the rules of the game by automating the interaction between all of the different tools and people in your IT environment. Without being forced to replace your existing investments you can automate end-to-end processes and pave the way for vast increases in productivity.

Virtual engineers are designed to oversee the incoming alert volume and attempt to process those alerts before they become incidents. A virtual engineer is a framework of automation. These are usually technology specific automations and affect all clients supported within that platform.

Stand-alone automations can be used by a virtual or human engineer to perform a certain function or perform analysis of an event. They can also be used to schedule and generate reports, perform upgrades, or handle unique one-off issues. These automations can be ran manually or tied to a virtual engineer.

Virtual engineers are typically technology specific (Network, IPT, Unix, Windows, TelePresence), but they can also be alert type specific, like the Syslog VE. All IPcenter platforms come with base VEs deployed, and they can be tailored over time to resolve a greater percentage of incidents based on historical trending.

Top Media Services Company Leverages Autonomics To Manage Diverse Infrastructure



32%
savings made on
managing Oracle
environment

6,000
new automations
developed

12,000+
servers managed

The problem

The media services company, a \$34 billion leading US based provider of cable, entertainment and communications products and services, required support for a diverse infrastructure consisting of 2,000 Oracle instances, 500 SQL instances, 12,000 servers and 3,000+ applications.

The solution

IPsoft provided the company with IPcenter, its market proven management platform, to manage the diverse and complex IT Infrastructure.

Services include full database and applications administration for all core programs running in the company's Development, QA and Production environments including: Oracle Streams, Oracle Data Guard, Oracle Golden Gate, Oracle RAC (multi-node) and Oracle Application Server (OAS).

The result

IPcenter enabled the company to streamline its IT operations and scale with its continuously evolving and growing environment, saving over 32% annually.

IPsoft's Continual Service Improvement team (CSI) has developed nearly 6,000 new automations aimed at eliminating repetitive tasks of human engineers.

Global Insurance Carrier Saves Millions Implementing Automonics



Monitoring and management process implemented in less than **30 days**



30,000 man-hours of contract labor for OS upgrades completely eliminated



35% reduction in incident occurrences

The problem

A Fortune 100 global multiline insurance carrier, with three data centers, thousands of internal agents, hundreds of remote office locations and over 10,000 network devices in the US alone, wanted to simplify and standardize network operations globally and reduce the operations run rate for network support.

The solution

IPsoft partnered with a primary network services provider as the automation foundation. IPcenter was implemented for all network management and monitoring activities, L1 and L2 support, ticketing, dispatching and closing incidents for the two primary break fix contractors.

The result

Using our extensive library of automation, we were able to implement the core monitoring and management processes in less than 30 days. Within six months, the processes were running at world-class levels.

IPsoft specialists in automation are providing ongoing reviews of processes to find additional opportunities for service improvement.

KMG International Attains Service Improvements Through Autonomics



27%

savings in operating expenses

50%

drop in number of problem tickets relating to main databases within the first month of IPsoft operations

70%

average drop in tickets through the rest of the year

The problem

KMG International (formerly known as The Rompetrol Group) is a multinational oil and gas company. It had outsourced its IT function to cut costs. However, costs actually increased because of numerous complex change requests. When new management arrived in 2012 they recognized that IT was a risk for the business operationally and financially. They sought a solution to reduce costs while improving the quality and range of services.

The solution

Having already experienced a full internal model followed by a fully outsourced model, KMG International moved to designing a hybrid model in which functions mostly focused on governance and strategy would be held internally and most operational executions would be outsourced. Whenever the IPsoft team spotted an issue they took immediate action. IPsoft moved quickly to start building runbooks and standard operating procedures that could support KMG International's ICT infrastructure fully.

The result

The number of problem tickets issued relating to KMG International's two main business databases dropped by more than 50% within the first month of operations and then steadily fell further to average a more than 70% drop in tickets through the remaining months of the year.

As a result of the changes, service levels improved significantly for the business within the first six months. Not only had far better SLAs been defined but these were never breached. The business could rely on a solid, consistent level of service.



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