

CASE STUDY

Improving IT Efficiency

A&I Solutions Solves Complex Client Observability Challenges with DX Unified Infrastructure Management

A&I Solutions

CLIENT PROFILE

Site: www.anisolutions.com

Industry: IT Solution Sales, Services, and Consulting

BUSINESS

A&I Solutions is a premier partner for Broadcom that specializes in implementing Broadcom infrastructure and network monitoring solutions, particularly DX UIM and DX NetOps. A&I also has extensive experience with Broadcom application performance management, synthetic monitoring, and operational intelligence solutions.

CHALLENGE

A&I primarily works with companies that seek digital transformation project leadership to improve their infrastructure operations. Many of these companies have utilized open source and legacy IT operations management (ITOM) systems that have created significant operational inefficiencies, including a large volume of false-positive tickets. A&I clients also seek to improve insights to predict and guide future infrastructure needs and optimize positive user experiences.

Business

A&I Solutions was founded in 1999 and is a premier partner of Broadcom, specializing exclusively in implementing Broadcom® monitoring solutions, particularly DX Unified Infrastructure Management (DX UIM), DX APM, App Synthetic Monitor, DX NetOps, AppNeta®, and DX Operational Intelligence—the central focal point of the AIOps by Broadcom solution.

A&I has consistently earned top Broadcom Partner of the Year awards, including the 2022 Top Partner Awards for AIOps and technical enablement, as well as the top consulting partner. A&I serves multiple Fortune 500 companies, high-growth organizations, and national and regional banks.

In addition, A&I specializes in helping growth and mid-market companies transition from legacy IT operations management (ITOM) systems to Broadcom solutions that allow companies to grow, optimize service experience levels, and improve operational efficiency.

Tony Davis, Sr., Engagement Manager at A&I, is an ITOM and AIOps veteran with more than two dozen years of experience. He is responsible for the A&I Broadcom deployments, ensuring deployment success and ongoing customer satisfaction. Davis has held previous IT leadership positions at FedEx, AmerisourceBergen, CA Technologies, and View, and has witnessed the good, the bad, and the ugly. Throughout his career, he has been at the forefront of leading the transition from basic IT to modern AIOps and observability integrated solutions, helping hundreds of IT operations teams improve efficiency and remove performance blind spots.

Challenge

Reduce the Volume of False-Positive Ticket Volumes and Improve Operational Efficiency

As companies migrate from legacy solutions, they want to improve IT and operational efficiency and reduce IT ticket volumes. Before using DX UIM, many A&I customers reported that they spent hours each day processing IT tickets, with as many as 75% of ticket volumes being noise or false positives. These ticket volumes drove IT operational inefficiency, higher costs, and IT staff away from focusing on strategic initiatives.

SOLUTION

As a Broadcom partner, A&I sells, implements, and services DX APM, DX UIM, DX NetOps, and DX Operational Intelligence. With the Broadcom acquisition of AppNeta, A&I also leverages this solution to deliver an enriched, end-to-end digital experience management solution for A&I clients.

BENEFITS

With DX UIM, A&I clients have reported notable improvements in operational efficiency and IT management processes, including the following:

- **Reduced ticket volumes by 30% to 60%:** A&I clients reported a marked decrease in IT-related issues, enhancing operational efficiency. DX UIM correlation capabilities enabled ticket reduction by 30% on average, with some A&I customers experiencing a 60% reduction.
- **Improved predictive analytics:** Leveraging DX UIM predictive analytics capabilities, A&I clients were enabled with proactive issue resolution, reducing downtime and improving overall system performance.
- **Improved customer service levels:** DX UIM improved customer service levels, increasing customer satisfaction and buying behavior by 50%, compared to levels before the introduction of DX UIM.

With DX UIM services and support from A&I, we typically find we are improving customer satisfaction and buying behavior by 50% compared to the period before our implementation of DX UIM.

TONY DAVIS
SR. ENGAGEMENT MANAGER
A&I SOLUTIONS

Monitoring and Ensuring Customer Service Experience Levels

Recently, A&I worked with two customers to monitor and improve service and customer experience levels with DX UIM: a regional bank and a national grocery store chain.

According to Davis, “We are working with a regional bank that wanted to graduate from what we would call open-source network and infrastructure monitoring to a DX UIM implementation. They needed a more bulletproof, highly scalable architecture. More importantly, customer service levels were in a significant quarter-to-quarter decline. They really wanted to embrace business and experience-level monitoring to improve their service levels and increase service level objectives.”

The second customer, a national grocer, engaged A&I to support and improve service levels due to highly disparate systems that caused a lack of visibility and operational inefficiencies. These operational inefficiencies caused excessive downtime and performance declines as the grocer could not manage its infrastructure effectively.

Proactively Reduce Downtime and Better Accommodate Infrastructure Growth

Many new A&I clients struggle with inadequate visibility, insight, and reporting capabilities, which hampers their ability to proactively plan their required infrastructure growth and effectively preempt and address infrastructural issues. New A&I clients often cite a desire to reduce downtime and heighten visibility in performance blind spots.

“A lot of organizations come to us wanting to move from what we call ‘IT fire drills’ to a more proactive approach to infrastructure management,” said Davis.

Solution

A Single Pane of Glass for Managing Complex Hybrid Infrastructures

To maintain availability and achieve the highest levels of end-to-end observability over its hybrid applications, infrastructures, networks, and data services, A&I relies on DX UIM for the comprehensive, full-stack infrastructure observability of their client’s hybrid environments. A&I also counts on other Broadcom solutions, creating an AIOps and observability solution that can include DX APM, DX NetOps, AppNeta, and DX Operational Intelligence to optimize the digital experience its clients provide. This integrated solution creates a single pane of glass to manage IT-based business services and achieve client goals.

DX UIM Service-Level Monitoring

One of the biggest client goals is often to improve service-level monitoring, service-level objectives, and the overall customer experience. According to Davis, “A lot of customers want to do business-level and experience-level monitoring. With DX UIM, we have the capability to do more of a service-based monitoring approach. Our national grocery store client wanted to monitor group items based on more of a business layer and how their organization is structured. With DX UIM, we have that level of flexibility.

“We were able to create groupings in UIM that actually matched the line that those servers and devices were supporting. With DX UIM, we were even able to go down to the store level and from the business level. This is where we get excited about DX UIM,” said Davis. “We created a dashboard for the grocery’s IT team to look across not only the stores but also product lines to see how the infrastructure that supported those product lines was performing. We’re always blown away by the flexibility and capability of DX UIM for insights and reporting.”

One of the biggest value propositions with DX UIM is the reduction in overall ticket volume because our customers are able to better correlate what's going on in their environment. We call it 'operational excellence.' We see higher efficiency for the operations teams that we work with once we implement DX UIM for them.



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Benefits

Reduce Ticket Volume

DX UIM is reducing ticket volumes by an average of 30%, with some customers experiencing up to a 60% ticket reduction. DX UIM gathers and correlates alarms from multiple layers of the infrastructure stack to create this efficiency.

“DX UIM provides a significant reduction in ticket and incident volume because it has one of the best correlation capabilities on the market,” said Davis. “With better incident correlation, we can help our clients reduce incidents and false positives by an average of 30%. We have customers that actually get as high as a 60% reduction in incidents using DX UIM.”

He added: “One of the biggest value propositions with DX UIM is the reduction in overall ticket volume because our customers are able to better correlate what's going on in their environment. We call it 'operational excellence.' We see higher efficiency for the operations teams that we work with once we implement DX UIM for them. Tickets are correlated and incidents are correlated automatically. They get suppression of events that are just noise.”

Proactively Address Performance Issues and Plan Infrastructure Growth

The predictive analytics feature provided by DX UIM allows proactive issue resolution, reduced downtime, and better overall system performance. According to Davis, “The other area where we see improvements is in the customer's actual infrastructure because the DX UIM predictive analytics help pinpoint where customers need to make improvements—be it change, add, or delete.”

He continued: “DX UIM provides clients with the ability to improve their infrastructure performance because of the predictive analytics. The Broadcom solution will pinpoint areas of current and emerging performance issues that are driving lower customer experience, enabling customers to make improvements in the infrastructure they need to maximize the customer experience. DX UIM is critical to these companies' businesses to proactively address performance issues.”

Improve Service Levels, SLO, and Customer Satisfaction

DX UIM improved customer service levels, customer satisfaction, and buying behavior by 50% compared to levels before the introduction of DX UIM. According to Davis, “DX UIM is all about monitoring what matters: the customer experience. With DX UIM services and support from A&I, we typically find we are improving customer satisfaction and buying behavior by 50% compared to the period before our implementation of DX UIM.”

Another feature that DX UIM contributed to improving customer service levels is SLA and SLO monitoring. “SLO management is the other capability that enables significant improvements in service levels, service delivery, and compliance, said Davis. “You can set up compliance levels for what is acceptable for any individual group that you're monitoring; with this you can see how many times you are within the norms in a given period of time, and that creates a compliance percentage. So this answers the question, 'What's your overall compliance with what you would call good performance and good customer experience if you want to take it up a level to services?' I'm a big fan of that.”

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AIOps and Observability

With DX Operational Intelligence as the focal point of the AIOps by Broadcom solution, A&I clients are able to gather and correlate alarms from multiple domains and use time, topology, text, and technology to intelligently map and cluster multiple issues to a single probable root cause. In addition to central alarm management, DX Operational Intelligence offers A&I clients a single pane of glass dashboard with reporting and service observability.

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