V-SOFT® DIGITAL

IT Operations Management (ITOM) Implementation

Company

One of the largest cable operators in the United States serving homes and businesses across the country. They offer landline telephone, cable television, and broadband internet services.

Challenge

The company was dealing with outdated processes and needed a more mature system. Their legacy system was prone to unplanned system outages, inefficient monitoring capabilities, and an inability to view incidents on a single, centralized dashboard.

Solution

V-Soft Digital matured the customer's ITOM capabilities by leveraging and enabling ServiceNow's Operator Workspace. The scope of this engagement focused on maturing monitoring capabilities, creating a central dashboard, automating incident routing, and more. The solution also enabled the customer to have control and visibility into their monitoring and incident avoidance/quick resolution process by implementing enhanced event management configuration, Operator Workspace customization procedures, and an updated AWS Discovery.

Result

The ITOM and Operator Workspace implementation led to a more efficient monitoring process with 55% faster response and resolution of incidents. The customer was able to auto-correlate events and alerts with one another, auto-create incidents and remediation workflows, and predict and prevent outages, reducing costs by 32%.

Increased speed of incident response and resolution
55%

Reduced costs
32%

TECHNOLOGY APPLIED

- ServiceNow ITOM
- ServiceNow CMDB
- ServiceNow Operator
- AWS Discovery Workspace

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