



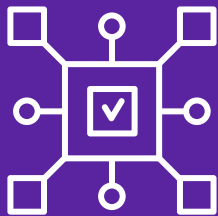
## Monitoring infrastructure transformation and support

Improved value through productivity and efficiency of the monitoring environment



## About the Customer









The client develops and delivers technologies that enable extraordinary experiences by making entertainment more entertaining and smart devices smarter. It follows fast-moving trends in streaming, digital entertainment, and AI applications in its environment.



## The Challenge

During the pandemic, the client saw drastic increase in the number of tickets raised. They wanted to increase productivity and responsiveness by optimizing their alert management and IT services productivity.

The client needed to do the following:

-  To on-board unmonitored servers and network devices
-  Migrate non-network devices from SolarWinds to Zabbix
-  Migrate all network monitoring from old SolarWinds instance to a new instance
-  Monitor AWS instances using CloudWatch
-  Monitor e-commerce applications
-  Consolidate DB monitoring under Zabbix
-  Hardware monitoring using Grafana
-  Analytics and dynamic observability through Splunk ITSI



## The HCL Solution

HCL enabled monitoring infrastructure transformation and consolidation which helped the client improve the productivity and efficiency of the monitoring environment.



### Continuous improvement:

HCL enabled the creation of a more fungible team to support additional services as needed



**Upgrades:** HCL completed timely upgrades and migrated existing monitoring tools such as Zabbix, SolarWinds and Jira applications.

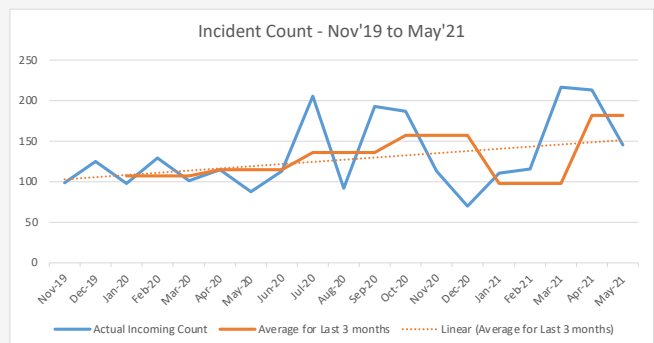


**Improved Productivity:** The client moved from an average of 135 tickets in January 2020 to 200 tickets per month in 2021



**Resource optimization:** HCL worked with Engineering on Alert Optimization initiatives and BigPanda environment reorganization for effective Alert management.

## Incidents - Trend



**The incoming incident count increased**



3 months running average:  
**107 in Jan'20 to 192 in May'21**



Actual count:  
**99 in Jan'20 to 145 in May 21.**



Internal tools used for meeting the objective:  
**iTS and Autobot**

## The Business Benefits



HCL's Zabbix consolidation is helping them to monitor around 9 thousand devices and over 250 thousand parameters



With a 46% increase in actual incoming incidents and a 79% increase in 3 months' incidents running average, the team has scaled up to serve with the same capacity and size



Migration of all network monitoring from SolarWinds old to new instance is enabling the monitoring of 500 devices and 15,996 elements, improving the administration, license management, and application management



500 database servers are being monitored using Zabbix enabling single dashboard and alerting for DB infra



Hardware monitoring has been enabled using Grafana



E-commerce applications are being monitored using NewRelic



Migration of non-network devices from SolarWinds to Zabbix has helped to allocate a dedicated tool for monitoring non-network devices



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