

MANAGED SERVICE PROVIDER

Droma Improves Operational Efficiency for Logicalis, a Global MSP



OBJECTIVES

- Reduce total volume of events and data
- Improve customer uptime and service delivery
- Free up time for senior engineering staff
- Shift Left - empower front line operators
- Prevent IT service disruption
- Adoption of AIOps platform across different practices & regions



CHALLENGES

- Experienced rapid growth
- Diverse customer base that required personalized services
- Global operations managed hundreds of thousands of devices across the full infrastructure stack.
- Required robust 24x7 observability resiliency, and responsiveness
- Auto ticketing from monitoring led to duplicate mis-assigned tickets
- Long MTTI, MTTR Times



SOLUTION

- Re-platformed event intelligence to a predictive, self-learning architecture
- Consolidated alert correlation, noise reduction, and automation into a single intelligence layer
- Continuous learning from historical events without reliance on static rules or CMDBs
- Intelligent automation for incident handling and remediation
- Integration with ServiceNow and existing monitoring tools

BENEFITS WITHIN 2 MONTHS

Reduced Total Cost of Ownership

- No rules development or data manipulation required for deployment
- 92% MTTI Reduction | 88% MTTR Reduction
- Intelligent Automation for incident response, intelligent ticketing and incident avoidance

Significant Noise Reduction

- 250% More Event Compression than Existing Tools
- Reduction of 28K incidents to approximately 3K incidents by month 2
- Over 6000 Incident Predictions (with fixes) by month 2
- Reduced daily work items by 80%

Improved Agent and Customer Experience

- Self-Learning AI for each customer environment
- Plug & Play data ingestion and transformation for rapid time to value
- Augmented AI interface for operators and harnessing institutional knowledge

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Droma has significantly improved our Managed Service business and the service we provide to our customers. Our customers want the fewest service interruptions possible and Droma has helped us achieve this. Droma has worked with our team to create a world-class solution that has radically impacted our business and we couldn't be happier!

– Director, MS Operations, Logicalis