



CASE STUDY

End to End NOC Operation Automation

CHALLENGE

One of the leading non-banking financial institutions in the US faced challenges in processing a huge volume of IT infrastructure alerts from multiple monitoring tools with different modes of interfacing. Due to the high number of alerts received, the manual, complex and time-consuming incident management performed often led to SLA breaches leading to significant operational costs.

IMPACT

68% improvement in average resolution time

63% alert suppressed by applying correlation

57% auto resolution of network tickets

96% auto creation of network-related tickets

TRANSFORMATION

UST SmartOps™ integrated with multiple network and application monitoring tools to fetch alerts, perform correlation, apply decision logic, and auto-resolve/close tickets.

- The iHub feature in our platform captured and integrated multiple alerts from different monitoring tools and produced a single pane of glass view to provide analytical insights for easy decision-making.
- Identified various time-consuming glitches, decided on their relevance and applied correlation techniques to create ticket clusters based on common parameters thereby aiding alert suppression. Auto closed the clear alerts based on predefined rules.
- Checked priority levels and ticket assignment groups, and automatically created tickets with bi-directional integration of ServiceNow. Automated workflows were triggered to perform auto resolution, update and close the tickets.
- The solution was incorporated with a human-in-the-loop (HITL) mechanism to handle exceptional scenarios.