



NETENRICH

CASE STUDY

Highlights

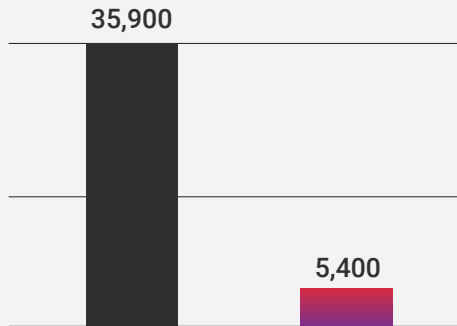
- 24x7 best-practice based monitoring
- 100% visibility
- First to know > 97% of the time
- 30% YoY cost-savings
- FTEs redeployed to strategic projects
- 85% noise reduction
- Response in a third of the time
- NOC workload reduced more than 60%

Netenrich Keeps Wellness Industry Leader Fit Amidst Global Pandemic

The worldwide pandemic brought health, well-being and innovation to the forefront in 2020. For one independent software vendor (ISV) whose application helps millions worldwide consume wellness services, innovation meant helping providers migrate fitness classes to an online delivery model and ensuring a high-quality customer experience.

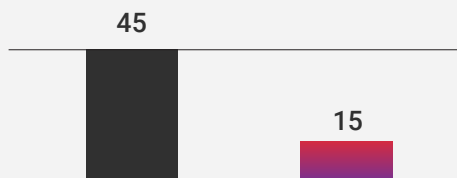
The ISV needed to update its entire IT infrastructure quickly to ensure a high-quality digital experience using collaboration technologies like Skype and Zoom. As worldwide usage scaled, the team saw record numbers of alerts pouring in from numerous monitoring point solutions while customers reported issues about 80% of the time—instead of IT finding them first.

“Noise reduction” made it to the top of IT’s list of strategic priorities while critical digital transformation project timetables fell behind. Something had to give.



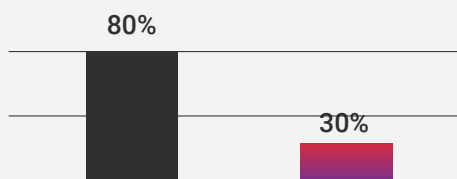
Alert Noise

85% reduction in alert noise



Avg time to respond to incidents (in mins)

67% reduction in incident response time



NOC Workloads

62.5% reduction in NOC workloads



Staying Healthy with Modern ITOps

The ISV plugged into Netenrich Resolution Intelligence to solve problems and quickly modernize its ITOps. The platform immediately reduced noise, and in turn response times, IT's workload, and the year-over-year cost of ITOps.

The Netenrich platform provides managed detection with AIOps to weed out false positives and reduce alert noise and incidents by more than 95%. The combination of machine and human intelligence fully contextualizes incidents to speed response to real issues.

Now, with 100% end-to-end visibility and always-on, best-practice monitoring, the ISV finds:

- IT is first to know about issues virtually all the time
- The team can respond to incidents three times faster
- The NOC workload dropped more than 60%, freeing half of its full-time engineers to pivot to other digitalization projects

Resolution Intelligence delivered the ITOps outcomes the ISV needed and right-sized the company's monitoring strategy to resolve issues created by tool sprawl. Managed detection ingests data from existing sources and the platform brings additional monitoring capabilities to achieve Zero-Blindspot monitoring.

Since onboarding to Resolution Intelligence, the company helped fitness and wellness providers worldwide achieve digitalization in record time to stay profitable and continue delivering a superior user experience. Modernization reduced year-over-year NOC costs by more than 30% while keeping the ISV's business—and its customers' businesses—healthy and resilient as things continue to change.

About Netenrich

Netenrich Resolution Intelligence®, an intuitive software-as-a-service (SaaS) platform, transforms modern digital operations across network, data center, multi-cloud, and security operations. The platform seamlessly integrates AI, data analytics, and analyst expertise to drive digital Ops modernization and next-level operational efficiencies. The complete portfolio integrates with 140+ market-leading digital and security applications to improve tool value and incident response effectiveness. More than 2,500 end-customers and partner organizations worldwide rely on Netenrich to drive better business outcomes.

The Netenrich logo features the word "NETE" in white, followed by a stylized orange and white square icon, and the word "RICH" in white. The background is a blurred image of a gym floor with orange geometric shapes overlaid.

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