Computacenter accelerates problem identification and resolution on AWS with automation

Computacenter Ltd.

🕐 **75%** less time needed for identifying problems

⚙️ **Increased** productivity with automation

🎧 **Better** customer experiences

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BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BUSINESS CHALLENGE

Computacenter is an independent IT infrastructure services provider helping CIOs and IT departments in enterprise and corporate organizations to optimize their IT and data strategies and implementation. Computacenter manages over 12,000 Amazon EC2 instances for its customers. They believe automation and analytics is transforming the IT estate at Computacenter - giving them the ability to expedite as many repetitive tasks as possible, and achieving this in close partnership with BMC's TrueSight AIOps platform.

One of the unexpected challenges they encountered early on in their automation and analytics initiatives was that the quality and maturity of their data wasn't always able to support the desired use cases. Their initial response was to take action to improve the quality of the data as well as the services using it through laborious and time consuming manual analysis. So while the task they had been given was to identify opportunities to automate repetitive tasks, they used it as an opportunity to also turn this into a data quality improvement initiative. To maximize the full potential benefits of a particular use case, Computacenter undertook extensive data analysis. They found however, that manual data analysis methods were taking up to a month, which was slowing down the automation process.

BMC SOLUTION

Computacenter began working with BMC to leverage the TrueSight AIOps platform to collect the IT availability and performance data and do unsupervised natural language processing on their IT data. Using TrueSight Intelligence, they were able to reduce the time to identify automation candidates from 4 weeks to 1 week with further reductions anticipated. They can now focus more resources on their primary goal of automation instead of spending those valuable resources on data mining.

TrueSight Intelligence is a SaaS-based solution running on AWS that applies machine learning and advanced analytics to IT and business data from operations, service management, capacity, and automation. TrueSight connects to BMC and third-party solutions such as Amazon CloudWatch, analyzing streaming data for real-time insights and opening deep data exploration to the entire IT organization. TrueSight leverages a modern stack using Apache Storm, Elasticsearch, Kafka, Cassandra, EC2, RDS, and Lamdba to deliver a fast time-to-value big data, IT analytics platform.