



inContact manages its data in AWS with real-time monitoring and centralized service management



 9-month payback

 SLA customer service agents

 Extensive visibility

BUSINESS CHALLENGE

inContact's cloud contact center software supports over 200,000 customer service agents employed globally by more than 120 Fortune 500/Global 2000 companies, and by government agencies in the U.S. These organizations rely on inContact for always-on availability and fast performance to deliver exceptional customer service experiences. As part of the data transformation project inContact was looking to provide more flexibility, maintain their published SLAs, but do so at a lower overall cost for their IT infrastructure. IT must closely monitor the health of the on-premise and AWS IT environment and ensure that the right capacity is available at all times.

BMC SOLUTION

TrueSight, an AIOps platform that utilizes the latest advancements in machine learning and artificial intelligence, provides real-time monitoring and alerting to speed the detection of and response to impending issues. TrueSight was used as the central point of service management integration for inContact's hybrid model using their private cloud and Amazon EC2, giving them standardized and centralized service management capabilities regardless of where the service component was hosted. TrueSight provides a single pane of glass for all events including data from Amazon CloudWatch. It also provides a consistent method for ticketing and notifications that helps reduce MTTR, to resolve incidents, and prevent business impacts. Use of TrueSight allowed inContact to make infrastructure investments more effective and to make sure that they didn't over deploy infrastructure.

OUTCOMES

The BMC solutions provide visibility into spikes or abnormalities, uncovering potential issues and enabling rapid response that keeps performance at SLA-mandated levels.

- Second-by-second monitoring of time-sensitive metrics helps **ensure SLA compliance and minimize performance degradations.**
- Real-time display of performance data, email alerts, and automatically generated tickets in Remedyforce provide **extensive visibility into the health of critical systems.**
- Use of TrueSight Capacity Optimization to make decisions on the need for additional virtual machines translated into a **9-month payback.**

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

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