

# Managed Service Provider Meets Stringent SLAs for 1000+ Enterprise Customers

## The Problem: Unable to rapidly identify network problems to meet SLAs

This Tier 1 service provider manages over 1000 enterprise networks throughout North America with industry-leading service level agreements (SLAs) and maximum uptime. The network operations team was wrestling with the challenge of managing 100,000's of network events and alerts happening remotely at different customers' sites each day. When a customer's network wasn't working properly, the operations team wasn't able to rapidly triage the problem. Was the problem with an application or the virtual machine it was running on or a network topology issue? Or was it the server, the switch, router or WAN link? The end user simply wanted the problem to be fixed fast, no matter what the issue.

To add to the challenge, software updates were constantly being deployed, and the network topology changed to meet customers' needs. Each time a change happened, the rules of the network management system (NMS) needed to be manually updated, wasting valuable time and resources.

## The Solution: Real-time, automated root cause analysis and impact prioritization

After deploying VMware's automated service assurance solution, the MSP was able to rapidly and remotely triage problems in customers' networks and reduce the mean time to isolation of incidents by 11 minutes per event. Over 99% of alarms are identified in real-time and using an advanced, self-adapting engine, alarms are correlated, analyzed and the root cause of the problem is immediately determined. The network operations center (NOC) teams can now focus on only the pertinent issues, rather than wasting time sifting through thousands of extraneous alarms. Additionally, VMware Smart Assurance provides the MSP the ability to prioritize issues by customer (tenant) and SLA, assigning different impact scores to each customer and service. In this way, tenants paying for more stringent SLAs and higher-level services are prioritized for faster resolution.

## About The Client

**Industry:** Managed Service Provider

**Product:** VMware Smart Assurance

**Challenge:** SLAs were not being met due to lack of insight into root cause of issues

### Results:

**99% of alarms** identified in real time

**Decreased** mean-time-to-isolation by 11 minutes per event

**Prioritization** of issues for VIP tenants

**Closed-loop actions** via API integration with ticketing systems

**SLAs** being met consistently

This shift has transformed the way the teams work and allowed them to move to a proactive approach to network management. By integrating VMware Smart Assurance with their ticketing system, a trouble ticket is automatically issued as soon as the root cause of a problem is determined, without the need for human intervention. To accurately determine the true cause of issues, VMware Smart Assurance continuously discovers and updates the topology relationships between devices, protocols and services running on them. The NOC team no longer needs to manually update rules in the NMS, saving them thousands of hours. Through these automation techniques, the MSP was able to elevate the NOC staff and reassign approximately 75% of the team to higher level functions.

# 75%

of the team were elevated to higher level functions

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# 2x

efficiency gain

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## Learn More

For additional information about VMware Smart Assurance:

1-877-VMWARE  
(outside North America,  
dial +1-650-427-5000)

[telco.vmware.com](http://telco.vmware.com)

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VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA | Tel 877-486-9273 | Fax 650-427-5001 | [www.vmware.com](http://www.vmware.com)

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