CASE

Case Study: IT Services

Dexian Successfully Consolidated Event Management Systems

Challenge

The client's ServiceNow platform utilized multiple modules, applications and third party integrations. Customized legacy systems were creating event correlation pain. The difficulty pinpointing events and their causes led to delays in service restoration.

Solution

Dexian brought together notifications, workflow and permissions settings so that critical events - and their causes - could be identified, managed and mitigated.

Outcome

With full visibility into infrastructure operations, the project resulted in lower support costs and Total Cost of Ownership.

STUDY