

## Government Institution

One of the most critical national institutions chose Unomaly to reduce time spent on troubleshooting and achieve increased efficiency.

### **The Institution**

The institution is subject to civil contingency regulations as it provides critical services to authorities. The IT department is responsible for all the supporting IT assets for more than 30 000 employees. With a wide range of IT systems from a multitude of vendors their infrastructure is complex, legacy based, integrated and distributed across the country.

“We monitored with vendor specific products without operational correlation.”

### **Challenge**

The IT Operations Manager and the IT Infrastructure Manager had identified two main challenges which impacted employee productivity.

#### **Many legacy solutions from multiple vendors - a time consuming way of working**

The institution used legacy SNMP based monitoring and traditional log management solutions that focus on identifying effects, with no capability of finding root cause. Additionally the complex environment, with IT systems from a multiple of vendors, was monitored with vendor-specific products without operational correlation.

#### **Always one step behind - reactive way of working**

IT Operations was stuck in a slow and resource intensive process of responding to already known effects. The vendor specific monitoring solutions only added to the resource intensive process. To find causes of incidents IT Operations had to manually analyse large quantities of logs. This led to escalated response times and the organisation ultimately experienced a cost of delay in lost productivity.

“It gives us a starting point of troubleshooting. We can now focus on solving incidents.”

## Solution

Unomaly, as an automated self-learning real-time monitoring solution, was a suitable approach for the institution because of their complex environment and their ambition to implement a more effective process.

### Simple integration

The customer wanted to test Unomaly to understand how it would work with their distributed environment. Since Unomaly enables the customer to send all log data from their systems without end point configuration or adaptation, the institution was able to do the technical integration in a non-intrusive manner. At first IT Operations installed Unomaly for a reduced part of their infrastructure to ensure that their critical environment would not be affected. After verifying the integrity, they further expanded the implementation.

### Operational workflow with one pane of view

Through the continuous baselining Unomaly provided the department with situational awareness and visibility that was deeper than previously achieved with existing solutions. During the test period the institution gained the ability to quickly understand root causes to problems which enabled them to focus on resolve.

Since Unomaly provides one pane of view for the entire environment the institution started using it as a starting point in their troubleshooting process. This way of working streamlined the efforts in IT Operations.

## The Result

After the implementation of Unomaly the institution saw a measurable effect towards their initial challenges with increased efficiency across the board. In addition, the IT Operations received an operational support system to help them visualize, manage and control their infrastructure. Key metrics achieved were:

- Reduced time spent on troubleshooting with 25%.
- One pane of view for troubleshooting.
- Decreasing impact of incidents had a positive result in overall user productivity.

“Time spent on troubleshooting has decreased with 25%.”

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## UNOMALY - MONITORING THE UNKNOWN

Unomaly is a new way of monitoring critical IT systems – data driven, self learning and change oriented. It automatically understands normal and detects incidents, problems and issues due to its anomalous nature.

[www.unomaly.com](http://www.unomaly.com)