



Major Airline Carrier Manages IT with a Business Perspective using ServiceWatch BSM

Case Study

Challenges

- Inability to assess the impact of IT problems on critical business services
- Time-to-repair of IT issues taking too long
- Workload prioritization
- Long, unproductive manual service mapping

Solution

Neebula ServiceWatch

Results

- Improved service availability
 - Reduced time isolating problems
 - Rapid service modeling – a few hours per service
 - Can pinpoint the impact of any IT problem on business services and prioritize work load
 - Immediate visibility into the health/status of all critical business services from a single screen
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The Challenge

The airline's IT group is responsible for the information systems, infrastructure, and telephony of all business units of the company. Operating hundreds of servers in its data center, the IT group has evolved in recent years, having to cope with the increased complexity resulting from virtualization and the company's tremendous growth in online business activities.

One of the key challenges for the IT group was the management of 230 business services running over a complex IT infrastructure. Any IT issue originating in a server, network element or storage device would trigger alerts regardless of the real impact on the business - whether it impacted a printer or rendered the ticketing system to be unusable.

According to the Manager of the Monitoring and Control Department, the system management suite from one of the large vendors was difficult to use for service management. "We were unable to map services that span across systems and which used different technologies."

"We devoted a lot of efforts interviewing and collecting information from different IT teams to manually create a service map, but this was such a tedious and disruptive process that we dropped it," the manager claims. "It took us over a week to map a single service and by the time we were done our information was inaccurate."

“The visibility provided by Neebula allowed us to drastically improve our time to resolution of critical IT issues.”

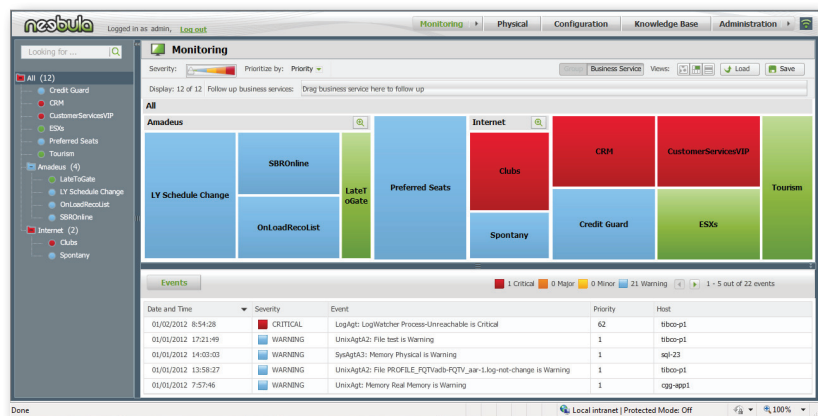
Monitoring & Control Manager
at a major airline carrier

Benefits Realized

The airline carrier implemented Neebula's ServiceWatch, a dynamic Business Service Management solution. Initially, all 60 critical business services are being mapped, and in the second phase, nearly 200 of the business services will be added.

Top-down view of all business services health

Stakeholders such as IT managers, R&D managers, and VP of Information Systems use a color-coded map that displays the health status of all systems in a single screen. The map is based on an impact model that defines how lower level events affect business services.



About Neebula

Neebula provides software that minimizes the impact of IT issues on business services. An analyst-acclaimed "Cool Vendor", Neebula automatically discovers and maintains an always up-to-date service map to provide Business Service Management that mitigates the risk of change, accelerates problem identification, and reduces operational costs.

To learn about Neebula's offering, please visit www.neebula.com
Email: info@neebula.com
Tel. +1 (212) 836-4803

Instant impact analysis

The IT teams can immediately pinpoint how a specific IT failure will impact business services. "When we get a warning about, say, an SQL server failure, we know exactly which business services are affected, and can prioritize the severity and our workload," says the Control Manager.

Time to resolution

With the ability to quickly drill down and isolate problems down to the IT component level, the IT team has considerably cut its response time. Flexibility. ServiceWatch has enabled an all-inclusive mapping of business services. This included the detection of components in proprietary systems that were previously treated as black boxes. According to the Control Manager "flexibility is one of the top benefits of ServiceWatch. When we wanted to model a homegrown system, Neebula responded within days with a solution."

Service modeling speed

Using ServiceWatch the IT team was able to model each business service within a few hours. Once a service's entry point was provided, the automated discovery process detected all IT components down to the switch level.