

A Leading HR Consultancy

Optanix Powers Predictable Unified Communications

The Business Problem

From its beginnings as a small business providing employee benefits consulting services, this company grew to an organization with more than 1,000 employees, multiple lines of business, and dozens of offices in the US and Canada. As a leading HR consultancy, they needed a robust set of collaboration tools to keep them connected internally and with their customers. To rise to this challenge, they invested in a centralized Cisco Unified Communications system.

As their business continued to grow, the company had to respond to new regulatory and electronic security requirements – including HIPAA for their health care benefits practice. As a valued business partner for their clients, they also faced increasing scrutiny of their internal compliance procedures.

To respond to these needs, the company embarked on a number of IT initiatives to ensure compliance. However, this dramatically increased the effort needed to manage their IT environment. As a mid-size company with limited IT staff and budget, this placed a growing strain on their business. Network monitoring and management – including working with vendors to resolve issues – consumed their IT resources, and prevented the company from investing in strategic new IT programs. Just adding

additional IT staff wasn't an option, since the company struggled to hire and retain skilled IT personnel.

The Solution

The company decided they needed an IT operations partner. They initially selected the company that implemented their network equipment, but quickly became dissatisfied. They then looked for an alternative supplier, and chose Optanix. The reasons were clear – Optanix's proactive approach would dramatically increase the predictability of their service delivery infrastructure, while driving down ongoing costs.

Just 6 Incidents a Day

Today, the company depends on Optanix to manage their unified communications infrastructure 24x7. The Optanix Platform has dramatically reduced the number of incidents they have to deal with, turning a torrent of events into less than 6 incidents a day. When incidents do occur, the platform automatically notifies Optanix engineers within an average of 60 seconds. Using the Optanix Platform, these engineers then resolve these incidents quickly and accurately, with a Mean Time to Resolve of just 3.5 hours for high-impact incidents.



Carrier Management

As a distributed enterprise, the company also relies on a number of third-party carriers to provide redundant connectivity between their sites. The Optanix Platform monitors this wide area network, alerting Optanix engineers when there are connectivity problems. These engineers then engage the affected carrier to remediate the issue and verify that service has been restored.

Change Management

As the company has a large, distributed workforce, they need to make frequent changes to their unified communications infrastructure. Previously, this placed a huge burden on their IT team. Now, they manage changes in the Optanix Platform, with Optanix engineers handling the full change process – including implementing changes on the company's unified communications network. This has further offloaded the company's IT staff, freeing bandwidth for more strategic, high-value activities.

Conclusion

With Optanix, this HR consultancy has transformed how it manages its service delivery infrastructure – dramatically increasing predictability while lowering costs. Optanix's combination of intelligent platform technology and expert IT management services provide a complete 24x7 solution – freeing the company's IT staff to focus on new, innovative services that drive their business forward.

About Optanix

Optanix is leading the advancement of predictable IT in today's hyper-competitive digital economy – where predictable service delivery has never been more vital – with its automated IT service availability platform and related IT Management-as-a-Service offerings. Optanix offers a patented approach to proactively optimizing the service delivery infrastructure, powering critical business services so IT organizations can filter out the noise, focus on what matters, and drive operational success, ensuring the highest levels of reliability, security, and availability. The Optanix Platform accelerates root cause through an average 1,000,000:1 reduction in meaningful events, generates a 50 percent reduction in remediation times, and enables first-time fix rates of over 90 percent.

Hundreds of customers rely on Optanix's proven platform and services. Optanix was named a "Cool Vendor" in Gartner's 2016 ITSM 2.0 report, highlighting our innovative approach to helping customers more efficiently leverage IT resources by aligning priorities based on the criticality of incoming alerts. The battle-tested Optanix Platform, powered by Advanced Logic Profiles, and full suite of accompanying services are delivered through industry-leading channel partners, who benefit from our turnkey SaaS solution and extensive IT automation experience.