Case Study

Automated IT Operations for US-based Multinational Media Conglomerate with Canvas BRAIO

Client

The client, a leading media house creates entertainment experiences that drive conversation and culture around the world. Through television, film, digital media, live events, merchandise, and solutions, our brands connect with diverse, young, and young-at-heart audiences in more than 180 countries.

Challenges

▸ The infrastructure landscape consists of 30K+ assets, 3 monitoring systems (NewRelic, Nagios, SolarWinds), ServiceNow as ITSM.

▸ Assets distributed across multiple geographies (US, EU, APAC).

▸ Deployment diversity across various cloud platforms (Azure, AWS, GCP, On-Prem).

▸ Low feasibility during peak loads causing SLA management issues for mission-critical applications and substantial efforts being spent on incidents.

LTI Solution

▸ **Implemented Canvas BRAIO for Automation with auto trigger capability for alerting tickets and known requests.**

▸ **Identified automation opportunities and developed a roadmap for automation.**

▸ **Categorization of tickets using tags.**

▸ **Integrated BRAIO with ServiceNow for auto trigger capability.**

Business Benefits

15% reduction in average cycle time

90% improved operational efficiency

~15% reduction in MTTR

2K+ tickets automated

LTI

Let's Solve

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info@Lntinfotech.com