



# Managed Service Provider Meets Stringent SLAs for 1,000+ Enterprise Customers

## ABOUT THE CLIENT

**Industry:** Managed Service Provider

**Product:** VMware Telco Cloud Operations

**Challenge:** SLAs not being met due to lack of insight into root cause of issues

## RESULTS

**99% of alarms** identified in real time

**Decreased** mean time to isolation by 11 minutes per event

**Prioritization** of issues for VIP tenants

**Closed-loop actions** via API integration with ticketing systems

**SLAs** being met consistently

## The Problem: Unable to rapidly identify network problems to meet SLAs

This Tier 1 managed service provider (MSP) manages over 1,000 enterprise networks throughout North America with industry-leading service-level agreements (SLAs) and maximum uptime. The network operations team was wrestling with the challenge of managing hundreds of thousands of network events and alerts happening remotely at different customers' sites each day. When a customer's network wasn't working properly, the operations team was unable to rapidly triage the problem. Was the problem with an application or the virtual machine running it or a network topology issue? Or was it the server, the switch, router or WAN link? The end user simply wanted the problem to be fixed fast, no matter the issue.

To add to the challenge, software updates were constantly being deployed, and the network topology changed to meet customers' needs. Each time a change happened, the rules of the network management system (NMS) needed to be manually updated, wasting valuable time and resources.

## The Solution: Real-time, automated root-cause analysis and impact prioritization

After deploying VMware's automated service assurance solution, the MSP could rapidly and remotely triage problems in customers' networks and reduce the mean time to isolation of incidents by 11 minutes per event. Over 99% of alarms are identified in real-time. Using an advanced, self-adapting engine, alarms are correlated and analyzed and the root cause immediately determined. The network operations center (NOC) teams can now focus on only the pertinent issues, rather than sifting through thousands of extraneous alarms. Additionally, VMware Telco Cloud Operations enables the MSP to prioritize issues by customer (tenant) and SLA, assigning impact scores to each customer and service. In this way, tenants paying for more stringent SLAs and higher-level services are prioritized.

**75%**

of the NCO team were elevated to higher-level functions

**2x**

efficiency gain

This shift has transformed the way the teams work and allowed them to move to a proactive approach to network management. By integrating VMware Telco Cloud Operations with their ticketing system, a trouble ticket is automatically issued as soon as the root cause of a problem is determined, without the need for human intervention.

To accurately determine the true cause of issues, VMware Telco Cloud Operations continuously discovers and updates the topology relationships between devices, protocols and services running on them. The NOC team no longer needs to manually update rules in the NMS, saving thousands of hours. Through these automation techniques, the MSP was able to elevate the NOC staff and reassign approximately 75% of the team to higher-level functions.

**LEARN MORE**

For additional information about VMware Telco Cloud Operations:

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