



10X faster problem resolution

70% more staff productivity

Enterprise-wide data visibility



BMC Software

INDUSTRY

Information Technology

CHALLENGE

Reduce the manual effort involved in resolving application and IT infrastructure problems.

SOLUTION

BMC TrueSight IT Data Analytics automatically gathers and consolidates issue-relevant data, provides the tools to intelligently leverage the data, and automates corrective actions for certain types of issues so manual intervention isn't required.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

BMC – Bring IT to Life

BMC IT uses BMC performance management technology for streamlined problem detection and R&D productivity

BUSINESS CHALLENGE

BMC Software's high-performance IT solutions are built for the digital era. BMC is on a mission to help its over 20,000 customers leverage those solutions to gain competitive advantage through digital transformation. To achieve its goals, BMC needs a world-class IT environment that powers not only business operations but also R&D. When issues arise with key applications, rapid response and resolution are critical because service disruptions can have serious business consequences.

BMC SOLUTION

With BMC TrueSight IT Data Analytics, BMC's IT enablement team can proactively manage system performance across a very extensive and highly diverse portfolio of technology infrastructure. Across all platforms, the team can quickly index logs, correlate structured and unstructured machine data, search and analyze data, and find root cause of an issue. Team members get consolidated log data at their fingertips, plus intelligent search and analytics tools that help them zero in on the root cause of a problem.

BUSINESS IMPACT

BMC TrueSight has eliminated manual efforts traditionally required for problem detection and resolution. The result is higher productivity and fewer service disruptions for optimal IT service delivery.

- **A single mechanism consolidates and connects data** across operating systems, applications, storage, network devices and machine-generated anomalies **to provide enterprise-wide visibility.**
- Sophisticated analytics leverage the data, **shrinking problem resolution** time from 5 hours **to 10 minutes or less.**
- **Automated corrective action reduces downtime** and frees staff to work on other tasks.
- **Automated resolution process increases productivity 60%– 70%** for some types of issues.
- Query save enables **proactive detection and alerting of recurring patterns** for early warning of potential problems.

“We have to consume massive amounts of data from many different devices,” says Vinod Cheriyan, DevOps architect. “With TrueSight we have an automated way of collecting the data and understanding it. It's less tedious and less frustrating. We now spend time on things that are more interesting and that improve the company's bottom line.”