LTIMindtree

SolarWinds Tool Assessment and Transformation Roadmap for a US-Based Biopharmaceutical Services Company

Client

Our client is one of the leading biopharmaceutical services company in the US, and the second largest clinical research organization in the world. It conducts clinical trials on behalf of its pharmaceutical clients to expedite the drug approval process and has helped develop approximately 95% of the 200 top-selling biopharmaceuticals in the market today.

Challenges

- Over 70,000 monitoring alerts being generated every month
- Resource productivity significantly impacted due to the high alert volume
- Higher support cost due to additional efforts needed to evaluate and close the alerts
- Alert 'leaks' (misses) for business-critical applications due to alert volume
- 'Slow' performance of Orion platform

- Data and artifacts collation
  - Architecture diagrams, HLD/LLD Runbook, configuration and integration details and other documents
  - Alert dump for last three months
  - Device polling information for each polling engine, along with the details of elements monitored by each of them
- Validation of versions, compatibility, configurations, integrations, and license usage
- Analysis of data, records, reports, and gaps
- Recommendation
  - Performance improvement opportunities
  - Alert optimization measures
  - Best practice recommendations
  - Consolidation and correlation of events

- ✅ Improved awareness and visibility of issues in IT Infrastructure and applications
- ✅ Preventing alert 'leaks' driving timely action for alerts and incidents impacting business-critical application/services
- ✅ Recommendations leading to alerts reduction by 30,000 and related incidents, and transformation roadmap to improve maturity of implementation steering:
  - o **~25% improvement** in productivity of NOC staff
  - o **~12% reduction** in support costs
  - o **~25% faster response time** on the Orion platform
  - o **Reduced alerts by ~43%** and **event-driven incidents by ~20%**
  - o **Reduced MTTR (Mean Time to Repair) by ~10%** and **MTTA (Mean Time to Action) by ~20%** due to actionable alerts

Technologies Used	CFS Service Offering – SM4Assess