Case Study

Alert Fatigue Reduction Using Event Correlation in IT Operations for American Multinational Media Conglomerate

Our Experience

Implemented the Mosaic Automation Solution for an American multinational mass media conglomerate with interests primarily in the media industry, achieving Noise reduction and improved productivity gains.

Client

The client is a leading American mass media conglomerate

Challenges

- ✓ Massive infrastructure landscape of 30K+ assets, three monitoring systems (NewRelic, Nagios, SolarWinds), and ServiceNow as ITSM.
- ✓ Approx. 89K+ Alerts per month ticketed (Manually + Automatically) in SNOW causing huge volumes (~80K+ tickets per month).
- ✓ Assets distributed across multiple geographies (US, EU, APAC).
- ✓ Deployment diversity across various cloud platforms (Azure, AWS, GCP, On-Prem).

LTIMindtree Solution

- ✓ Identified automation opportunities and developed a roadmap for automation.
- ✓ Implemented Mosaic AiOps Monitor for event correlation.
- ✓ Cleaned up and enriched CMDB to enable automation.
- ✓ Enhanced monitoring policies to suppress noise and to enhance quality of alerts generated.
- ✓ Established 24X7 Operate-to-Transform based Converged Operations.
- ✓ Implementation MOSAIC BRAIO for SOP automation.

Business Benefits

67%	**65%**	**55% - 75%**	**42%**
Reduction in white noise in landscape.	Reduction in P0 and P1 tickets.	Reduction in MTTR for P0 and P1 Tickets.	Productivity gains, 3,400 hours returned to Engineering function.