



## 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%**

Reduction in white noise in landscape.

**65%**

Reduction in P0 and P1 tickets.

**55% - 75%**

Reduction in MTTR for P0 and P1 Tickets.

**42%**

Productivity gains, 3,400 hours returned to Engineering function.

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