



# Computacenter maintains excellent customer service with AWS and TrueSight Intelligence



Computacenter Ltd.



Reduced time to find automation candidates by **75%**



**12,000+** AWS EC2 Instances

## BUSINESS CHALLENGE

Computacenter is an independent IT infrastructure services provider helping CIOs and IT departments in enterprise and corporate organizations to optimize their IT and data strategies and implementation. Computacenter manages over 12000 AWS EC2 instances for its customers. They believe automation and analytics is transforming the IT estate at Computacenter - giving them the ability to expedite as many repetitive tasks as possible along with BMC's TrueSight AIOps platform.

One of the unexpected challenges they encountered early on in their automation and analytics initiatives was that the quality and maturity of their data wasn't always able to support the desired use cases. The data needed to be complete, clean and rationalized, so that Computacenter could rely on it for automated workflows or aggregated analysis.

## BMC SOLUTION

They started working with BMC to leverage the TrueSight AIOps platform to collect the IT availability and performance data and do unsupervised natural language processing on their IT data. Using TrueSight Intelligence, they were able to reduce the time to identify automation candidates from 4 weeks to 1 week and they are working towards reducing that even further in the future. This means they are now able to focus more resources on their primary goal of automation instead of data mining.

Perhaps the most beneficial insight gained from TrueSight Intelligence is what can be learned from changes in end-user behaviour before anyone knows something has gone wrong. End-user transaction-based analytics can indicate when there is an outage or performance problem, because the behaviour of the user changes. If, for example, a thousand users suddenly can't access SAP – analytics can see it much faster than those people can submit a service ticket. It can then automate the system so that it proactively informs the user about the outage and action being taken, using a chatbot or a customer portal as a direct interface.

TrueSight Intelligence is a SaaS-based solution running on AWS that applies machine learning and advanced analytics to IT and business data from operations, service management, capacity, and automation. TrueSight connects to BMC and third-party solutions such as AWS Cloudwatch, analyzing streaming data for real-time insights and opening deep data exploration to the entire IT organization. TrueSight leverages a modern stack using Apache Storm, Elasticsearch, Kafka, Cassandra, EC2, RDS, Lambda to deliver a fast time-to-value big data, IT analytics platform.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC, BMC Software, the BMC logo, and the BMC Software logo, and all other BMC Software product and service names are owned by BMC Software, Inc. and are registered or pending registration in the US Patent and Trademark Office or in the trademark offices of other countries. All other trademarks belong to their respective companies. © Copyright 2018 BMC Software, Inc.

