

Real-time incident management – across your entire global ICT estate

Historically, IT and communications services have always been managed in silos. And as the adoption of different technologies has accelerated, things have got even more complex. For large, global organisations, a fragmented supplier and technology landscape makes it difficult to find and fix faults fast. Service Intelligence provides end-to-end visibility across your entire ICT estate regardless of what it is, where it is and who's supplying it. So we can pinpoint an incident and hone in to determine its cause within a matter of seconds via its intuitive, visually rich dashboard.

Fragmented estates – with multiple network and IT technologies, independent management systems and disparate vendors – are becoming the norm. The move towards a more fragmented supplier base and mix of technologies means it's difficult to find any single supplier who can cope with managing this complex mix.

A single transaction could use over 80 different types of technology which need to work in harmony. So when it comes to finding faults and fixes, traditional tools and processes often struggle. But Service Intelligence means complex diagnostics can be done in minutes.

A simple way to identify and fix faults quicker

Service Intelligence gives real-time incident management – across your network, apps and devices, globally. Your entire ICT estate can be viewed and you can get an indication of its overall health.

Our solution gives visibility of incidents through geographic mapping and topology views showing the relationship between components visually, allowing our teams to quickly determine root cause for rapid triage of the incident. It will vastly reduce application downtime so our teams can quickly figure out the root cause and rapidly triage any incident. This really reduces application downtime which means less impact on your business.

Because Service Intelligence drills down to the root cause, it removes any confusion associated with fault ownership and resolution. And it can do this for you in seconds, rather than hours.

Service Intelligence works by capturing the management data from your existing management tools, rather than interrogating the actual devices. That way, we can reduce your security risk, add new technology and suppliers quickly, and make sure you see the benefits quickly.

A different kind of service management

Improved operational control – with end-to-end visibility of your entire ICT estate

Less operational downtime – through rapid incident diagnosis and resolution

Technology and supplier agnostic – future-proofing your solution

Real-time visibility and management – for a greater understanding of the health of your site.

In a typical large network, 80 per cent of incidents follow a standard diagnostic and clearance process. The other 20 per cent are complex and take up 80 per cent of time and effort to resolve.

Faster triage, rapid resolution and clear impact assessment

Service Intelligence gives our service desk agents geographical and network topology views. This way, they can visualise application flow and rapidly triage the faulty component.

Fast and accurate managed diagnostics

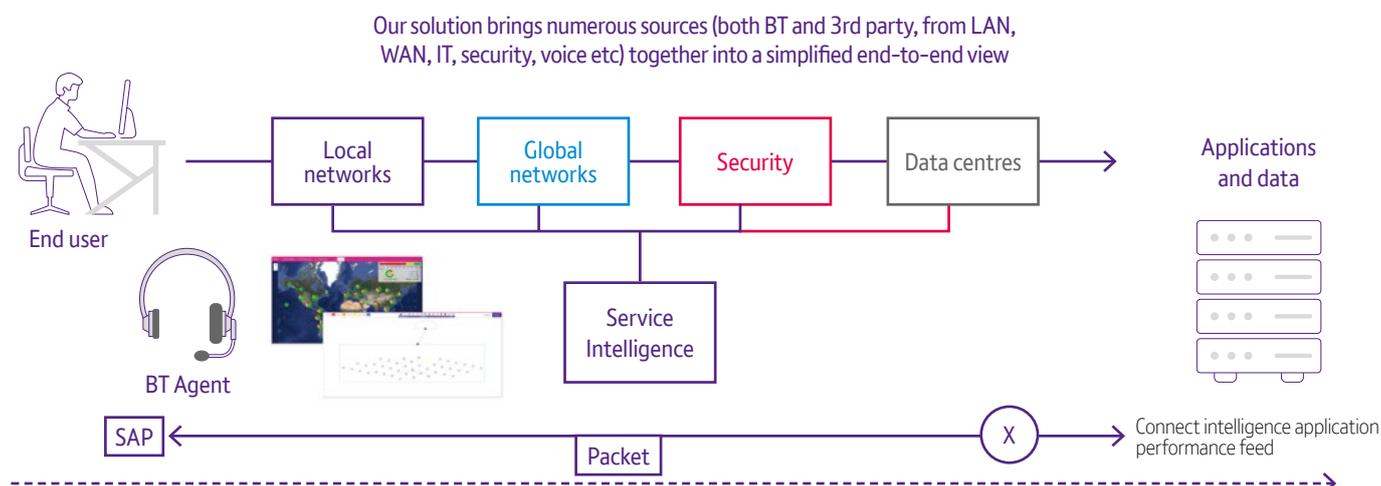
Our service teams perform real-time visual correlation of critical incidents and events. They can drill down from application performance issues to identify underlying infrastructure problems. Or they can zoom out from infrastructure issues to identify impacted sites, applications and business processes. This is a necessity in the world of software defined dynamic services.

Managed rapid root cause and dispatch to resolver group

Our core fault domain isolation service, managed by our service teams, gives you an enhanced diagnostic SLA with dispatch to the right BT resolver group or isolation of issues into other vendor domains. This gives you improved fix times and reduces management costs of complex incidents.

Service Intelligence gives you:

- real-time fault isolation – across your entire solution, not sequential testing
- a clear understanding of the impact a fault has on your business, including the applications and users affected because it's context aware
- application performance SLAs, not component SLAs because it's business outcome-driven
- easier diagnosis of intermittent and 'slow' issues, meaning that your key pain points get addressed.



Why BT?

We're the **only supplier** who can offer you supplier-agnostic, **end-to-end visibility** and incident management of your entire ICT estate on a global basis with this technology.

We provide service assurance 24/7 for some of the world's biggest companies and can **link application performance with network availability** on a global scale.

What could Service Intelligence do for you?

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Offices worldwide.

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