

# COMPLETE IT MONITORING SOLUTIONS

## OVERVIEW

Our client is one of the fast-growing multi-tenant cloud and mobile-based enterprise software service providers, part of a 1 Bn USD diversified conglomerate. They spread globally with more than 1000 customers and 1600 employees working aggressively for rapid growth. They looked for an IT monitoring solution to support their operation and for uninterrupted delivery to their enterprise and cloud customers.

## MONITORING CHALLENGES

Like many other large enterprises, our client also has a diversified IT infrastructure to support their customers worldwide and to run their multiple applications in the cloud without any deterrent. Monitoring becomes very essential and mandatory service as their IT becomes complex in identifying the events and providing service improvement plan (SIP) for smooth operations. They needed an end-to-end monitoring solution that covers the entire spectrum of IT infrastructure involving their *servers, networks, URL, ports & Operating Systems*.

*"With the given requirements Kryptos NOC (Network Operation Center) team came up with an Event Management plan and standardized procedure with basic and advanced monitoring services."*

## STEPS FOLLOWED

Kryptos follows the best monitoring practices like **the ITIL V3 event management** process to monitor the operational health of the IT services. We have delved deep into the monitoring not only by highlighting the events but also by providing SIP to avoid recurring events. This in turn identifies the problem and provides appropriate solutions to prevent it.

Our role in event management includes service desk, IT operations and event management. The monitoring procedure segregates the events into different types as informational events, exceptional events and incidents.

During the ongoing processes, the team faced many challenges like recurring & frequent events & false alerts. On providing a proactive solution we had fixed the false events & alerts.

Our team of experts ensured right events are generated to avoid false alarm and implemented event correlation techniques: eliminate duplicate events, dependency correlation and root cause analysis. Automated the manual tasks to focus more on prevention measures.

In addition to alerts our advanced monitoring tool validate the alerts and check for the cause and solution. This also provides complete visibility of the IT operations. *By systematic and automated tools, we streamlined their monitoring and improved the operational efficiency.*

## BENEFITS

Here are three major reasons to choose Kryptos.

- **Trust:** They trust our expertise and capability in handling the end-to-end monitoring service and compliance with standards.
- **24\* \*7\*365:** Continuous monitoring from the NOC made them to focus on their core business without any concerns.
- **Cost advantages:** A direct 30% cost advantage over other providers.
- **Instant Alerts:** Our alert mechanism like E-mail, SMS and Call out provides real time information and helped to remove the vulnerabilities at the right time.
- **Regular Audit:** By analyzing last 3 months' event management data we recommend service improvement for better protection.

## About Kryptos Technologies

With more than fifteen years of experience under its belt, Kryptos is now a pioneer in managed IT & Business services across the continents. Adding to its crown, Kryptos is an established Microsoft Gold Partner, AWS Advanced Partner, ISO 20000 & 27001 certified organization. With over 150+ certified employees in various technology solutions and services, we aim to provide exceptional services and with our team of vibrant industry experts who work round the clock to make this possible.

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