

D A M O V O

# Monitoring as a Service MaaS





## Change Driver

An IT service provider of a bank procures IT services from several vendors in order to support the bank.

The multi-provider environment makes it increasingly difficult for the IT manager to maintain an overview of the entire end-to-end service. Interfaces and processes are becoming more and more important.

They requested an umbrella system that makes it possible to see the service quality of the UC solution at a glance. In addition, statements on Quality of Service parameters should be possible on the basis of continuous measurements.

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## Damovo Approach

With the Damovo Monitoring as a Service platform, we have set up an integrated, provider and system independent monitoring environment for our customer's UCC solution.

In order to be able to make reliable quality statements, a call simulation solution was additionally implemented. This continuously measures end-to-end speech quality on the basis of test calls. The results are documented and transferred to the monitoring system.

Now we not only monitor the UC and voice applications, processes and services, but also the other infrastructure components and network connections provided by third parties. We consolidate and correlate this information and use it to optimize the service e.g. for faster fault isolation or resource provision.

Live dashboards and insightful reports are now available to the customer – giving them an immediate and comprehensive view on service quality.



## Customer Value

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### How the **IT manager** benefits

**Fast and unambiguous** error identification and solution development by creating a consistent and transparent correlation of incident information.

This also **avoids finger pointing** between several areas of responsibility.

Everything **at a glance** through a unified real-time monitoring, dashboard and reporting system

### How the **company** benefits

**Increased service quality** through improved incident and event management process

MaaS provides a **better planning basis** for possible optimization and savings projects through comprehensive reporting.