



# inContact manages its data in AWS with real-time monitoring and centralized service management



 9-month payback

 SLA customer service agents

 Extensive visibility

## BUSINESS CHALLENGE

inContact's cloud contact center software supports over 200,000 customer service agents employed globally by more than 120 Fortune 500/Global 2000 companies, and by government agencies in the U.S. As part of their data transformation project, inContact wanted to provide more flexibility and maintain their published SLAs, but do so at a lower overall IT infrastructure cost.

## BMC SOLUTION

TrueSight, an AIOps platform that utilizes the latest advancements in machine learning and artificial intelligence, provides real-time monitoring and alerting to speed the detection of and response to impending issues. **inContact used TrueSight as the central point of service management integration for their hybrid model of their private cloud and Amazon EC2—giving them standardized and centralized service management capabilities, regardless of where the service component was hosted.** TrueSight provides a single pane of glass for all events, including data from Amazon CloudWatch.

## OUTCOMES

The BMC solutions provide visibility into spikes or abnormalities, uncovering potential issues and enabling rapid response that keeps performance at SLA-mandated levels.

- Second-by-second monitoring of time-sensitive metrics helps **ensure SLA compliance and minimize performance degradations.**
- Real-time performance data, email alerts, and automatically generated tickets in Remedyforce provide **extensive visibility into the health of critical systems.**
- Use of TrueSight Capacity Optimization allowed inContact to make decisions on the need for additional virtual machines and to make more efficient resource choices that translated into a **9-month payback.**

## LESSONS LEARNED

To closely monitor the health of your AWS environment, you'll need a centralized service management solution that provides real-time performance visibility and automated detection and response.

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