



Computacenter accelerates problem identification and resolution on AWS with automation



Computacenter Ltd.

 **75%** less time needed for identifying problems

 **Increased** productivity with automation

 **Better** customer experiences

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 12,000 Amazon EC2 instances for its customers**, and 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. Their initial response was to take action to improve the quality of the data as well as the services using it through laborious and time-consuming manual analysis.

BMC SOLUTION

Computacenter worked 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. **TrueSight connects to BMC and third-party solutions, such as Amazon CloudWatch, analyzing streaming data for real-time insights and opening deep data exploration to the entire IT organization.**

OUTCOMES

With TrueSight, Computacenter reduced the time to identify automation candidates from four weeks to one week. They now are able to focus more resources on their primary goal of automation, instead of spending those valuable resources on data mining. Additionally, because of TrueSight's proactive problem identification and resolution capabilities, Computacenter has been able to provide an even better experience for their customers.

LESSONS LEARNED

If you want performance management that advances your IT operations with machine learning and analytics, TrueSight is your go-to solution.

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

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