

# Global infrastructure management provider Ensono keeps customers satisfied and productive with automated monitoring



“ TrueSight positions us to support our corporate objectives for growth. ”

Jodi Goglin | Vice President of Information Technology | Ensono

ensono™



**10,000**  
servers monitored



**2,500**  
endpoints added



**100%**  
availability rating

## Business Challenge

Ensono (Formerly Acxiom IT) operates IT infrastructures and supports mission-critical workloads for many of the world's top enterprises. Effective monitoring of the IT infrastructure, which includes more than 68,000 mainframe MIPS, 10,000 servers, and 10 petabytes of storage, is critical to maintaining exceptional reliability and performance for customer systems as Ensono grows and expands its business. To accomplish this, IT is transforming its monitoring environment, standardizing on processes and technology across diverse hardware, operating systems, applications, and other infrastructure components.

## BMC Solution

TrueSight Operations Management brings application and infrastructure monitoring together in a single environment, enabling Ensono to maintain exceptional service while scaling to meet rapid growth.

## Business Impact

Ensono's holistic monitoring strategy brings an extra level of predictability to the IT environment and empowers the staff to prioritize and focus its efforts on what matters most to the business.

- **Standardization consolidates 15 tools and consoles to a single enterprise solution** while providing visibility across platforms and clients.

- Automation, self-provisioning, self-healing, and other capabilities enabled Ensono to add **2,500 endpoints in six months without adding staff.**
- Analytics capabilities and behavioral learning are **reducing event noise.**
- Switching to BMC monitoring for a client system that was producing 10,000 tickets a month **reduced ticket volumes to just a few hundred a month.**

“ We’ve been providing monitoring services to clients for years and now we can elevate it to a frontline service. ”

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**Learn more:**

 Visit the TrueSight Operations Management web page