

# Telecommunications company reduces MTTR by achieving end-to-end visibility of custom applications across its hybrid-IT environment

**FixStream provides out-of-the-box predictive analytics and correlation across Business, Application and Infrastructure layers with an overlay of operational data.**

## SITUATION

### Lack of a truly single pane of glass to manage several custom applications

- Incomplete and static hybrid infrastructure inventory
- Lack of visibility into interconnections between infrastructure entities
- Inability to track custom application flows across a hybrid cloud topology
- High MTTR due to lack of correlated visibility between applications and infrastructure components

**Topology of compute, network and storage devices for data center with performance data overlays**

## SOLUTION

### FixStream - AI for IT Operations

- Dynamic views of auto-discovered inventory and topology provide visibility into data center infrastructure entities
- Proprietary flow clustering algorithm that dynamically discovers groups of interconnected application flows
- Business-centric view of hybrid IT environments to proactively manage and troubleshoot revenue impacting business critical processes in real-time.
- Visual overlays of health and performance alerts also provide faster problem resolution resulting in higher service availability

## RESULTS

### End-to-end correlation and reduced MTTR

- Simplified operations with one tool used across all custom applications and infrastructure silos
- Automated reports and topology maps increase productivity and increase report accuracy
- Reduction in cost and man hours for audits and compliance reporting
- MTTR reduction with Rapid Root Cause Analysis and visibility into services affected by faults and alerts

**Time-series event correlation for custom applications**

**Mapping of custom application flows to underlying infrastructure**

