

Nexio



"As an IT Manager it is very important to me to service our customers to the best of our abilities. The new go-to-word is "ISO compliant" which means you need a process that is trackable and auditable. If an SLA is breached, you need to see where the delay is and have evidence of who or what has caused it."

Jean Muller, IT Manager at Nexio



Background

Nexio is a South Africa based Digital Service Provider helping their clients to proactively navigate, innovate and adapt to secure relevance in an ever-changing market. They provide an innovative portfolio of end-to-end managed service solutions for greater control, security, agility, and visibility, and also operate a SOC.

Situation

Nexio has been using Derdack's solutions for over 10 years. The initial need was to find a solution that represents a good combination of monitoring, alerting and ServiceDesk. They wanted to be able to see what is going on in a client's environment as well as their own. The speed of detecting a problem, how quickly they can react to it and notify responsible support engineers, were crucial pain points that needed to be solved. Because needs and markets are ever-changing, any alerting solution had to be flexible and robust, allowing Nexio to integrate with their different monitoring and ServiceDesk platforms.

Solution

Nexio has been using Enterprise Alert® as a key component of their service offerings. Solarwinds serves as their monitoring solution and has it send all events to Enterprise Alert. From here alerts are filtered, adapted

as needed (e.g. custom wording) and targeted to different support groups (e.g. networking team / storage team / desktop team etc.).

Notifications are sent to their service desk for calls to be logged in BMC Helix. This happens automatically based on keywords and client names, so, that the call gets logged into a specific support group and the support agents can pick it up.

The automation of this process decreases Nexio's response times by an average of 30 minutes per incident as all of this happens in parallel and by the time the support engineer gets off the phone, there already is a call reference number and the engineer is already in the car on the road to the client to fix the problem.

Benefits

- (1) Transparency and evidence on how long engineers take to respond or take a call (for auditing, ISO compliance and to meet very strict SLAs)
- (2) Fast response times for engineers because of targeted alerts and parallel processes.
- (3) Future-proof solution that can integrate with any monitoring and service desk

Client

Nexio, South Africa

Industry

MSP

Business Challenge

- A fast solution that is flexible enough to integrate with different monitoring and helpdesk systems (e.g. Solarwinds / BMC Helix)
- A robust & very reliable solution as backbone for support
- A process that can be fully tracked and audited for ISO compliance

Business Benefits

- 30 min per incident faster response time
- Ability to trigger parallel processes to meet SLAs faster
- Higher customer satisfaction
- 100% success rate in meeting SLA response time targets for Managed Services clients

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