

CISCO VISUAL INNOVATION ON ITSM WITHIN ENTERPRISE ENVIRONMENT

OVERVIEW

CISCO's global business managing ITSM with recent application of splunk was in desperate need for better operation visibility and progressive means to reduce MTTR under critical situations.

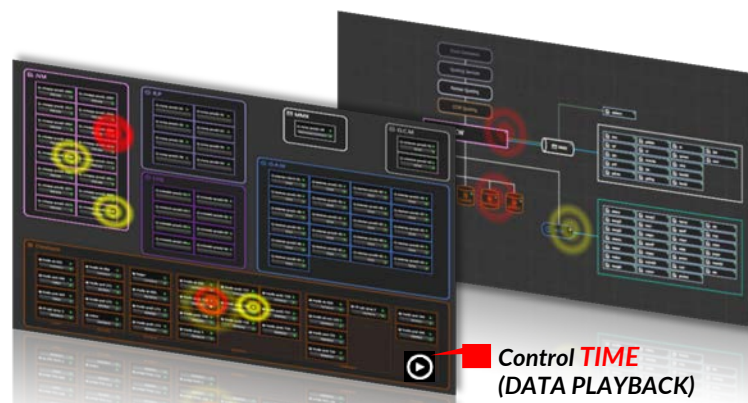
SCOPE & SOLUTION DELIVERED

- 4D visualization method simplifying complex infrastructure
- Powerful rule based physical/logical dynamic topology generator (DTG)
- Strongly integrated with Splunk
- Web access
- LDAP authorization supported
- Rule based event management engine with realtime alarm notification
- Data Playback

BENEFIT

- Improved operation visibility and availability
- Realtime proactive and preventive alarm notifications provides new operational insights
- Accessibility with flexible web viewer
- Universal, self serving presentation of data for all users and decision makers across single UI.
- Big data utilization rate increased.

KPI	Before	After	Result	Remarks
MTTD, MTTR	2 days	1.5 days	-0.5 day	CISCO Stat, Splunk .conf 2014
Big Data Solution Usage Rate	5%	100%	+95%	
Improvements in Stability & availability			+25%	
Reduction in Operational Cost			+10%	



4D visualization