

Case Study: Operational Stability Improvement

Situation

- Trend analysis revealed dramatic increase in outages on EMEA server estate

Tasks

- Diagnose and improve end-to-end operational stability
- Reduce the risk of future outages

Actions

- End-to-end review of production infrastructure environment
- Application flows mapped onto infrastructure topologies
- Common root causes were identified across global estate
- Risk mitigated through structured release and change management
- Managed remediation process across EMEA
- Instigated enhance monitoring processes

Results

- **62% reduction in business critical issues and impact times**
- **Program extended to cover other business streams and global enterprise**
- **MIS reporting established**

