

Nethus

Introduction

This case study of Nethus is based on a July 2016 survey of CA Service Operations Insight (SOI) customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select CA Service Operations Insight (SOI):

- Challenges addressed with CA SOI:
 - Needing to pull in too many experts into a war room to resolve problems
 - Difficulty knowing when and where to act to solve performance issues

Use Case

The key features and functionalities of CA Service Operations Insight (SOI) that the surveyed company uses:

- CA SOI features being used:
 - CA SOI Reporting with CABI BOXI
 - CA SOI Reporting with Jaspersoft
- Connectors used with CA SOI:
 - CA APM
 - CA Spectrum IM
 - CA UIM
 - CA Service Desk
- Used CA SOI Quick Charts Dashboard for:
 - Availability
 - Alerts

Results

The surveyed company achieved the following results with CA Service Operations Insight (SOI):

- CA SOI services defined:
 - Escalation Policies: 24-10
 - Event Management: 49-25
 - Service Discovery Policies: up to 9
 - Alarm Queues: 49-25
- Create their own business services in CA SOI
- Features active with CA SOI:
 - Business services: up to 9
 - Daily alerts: 49-10
- SLA's are based on:
 - Availability

Company Profile

Company:
Nethus

Company Size:
Small Business

Industry:
Professional Services

About CA Service Operations Insight (SOI)

Infrastructure Management solutions from CA help to establish an interdependence between quality and connectivity—and improve customer experiences.

Learn More:

[CA Technologies](#)

[CA Service Operations Insight \(SOI\)](#)