

Volkswagen Procurement Service

Introduction

This case study of Volkswagen Procurement Service 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:
 - Difficulty determining what changes potentially caused performance issues
 - Hard to identify slow growing 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 Service View Dashboard
 - CA SOI Reporting with CABI BOXI
- Connectors used with CA SOI:
 - CA APM
 - CA Spectrum IM
 - CA UIM
 - CA Service Desk
 - SNMP IFW
 - Microsoft SCOM
 - HP UCMDB
 - HP Service Manager
 - IBM Netcool and universal connector
- Used CA SOI Quick Charts Dashboard for:
 - Availability

Results

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

- CA SOI services defined:
 - Escalation Policies: 99-50
 - Event Management: 100+
 - Service Discovery Policies: 100+
 - Alarm Queues: 49-25
- Create their own business services in CA SOI
- Features active with CA SOI:
 - Business services: 500+
 - Daily alerts: 500+
- SLA's are based on:
 - Quality
 - Risk
 - Availability
 - Health

Company Profile

Company:
Volkswagen Procurement Service

Company Size:
Small Business

Industry:
Computer 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 \(SOI\)](#)