

Opentech Comercial Servicos De Importacao Exportacao LTDA

Introduction

This case study of Opentech Comercial Servicos De Importacao Exportacao LTDA 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 determining what changes potentially caused 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:
 - Google Earth in the SOI console
 - CA SOI Mobile Dashboard
 - 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
 - CA eHealth
 - SNMP Catalyst
- Used CA SOI Quick Charts Dashboard for:
 - Risk
 - Quality
 - Availability
 - SLA
 - Alerts

Results

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

- CA SOI services defined:
 - Escalation Policies: 100+
 - Event Management: 99-50
 - Service Discovery Policies: 99-50
 - Alarm Queues: 99-50
- Import business services from a CMDB
- Features active with CA SOI:
 - Business services: 499-100
 - Daily alerts: 499-100
- SLA's are based on:
 - Quality
 - Risk
 - Availability

Company Profile

Company:
Opentech Comercial Servicos De Importacao Exportacao LTDA

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 \(SOI\)](#)