

Troubleshooting



THE PROBLEM: Troubleshooting and maintenance issues consumes too much IT time. Manual data correlation and processes result in poor resolution times, lower productivity, and financial impacts to the business.

Finding the root cause of device, application, or network issues can be a bit like finding a needle in a haystack. IT spends countless hours correlating data from event logs from multiple, disparate systems to identify the problem. The longer this takes, the higher the impact on the business – lost productivity due to system downtime, potential loss of revenue, and missed opportunities to tackle strategic initiatives like digital transformation.

Once the problem is identified, corrective action involves managing workflows between people and systems. Many of these workflows involve the same repetitive steps.



THE SOLUTION: READYWORKS

ReadyWorks integrates all your IT and business systems to give you highly accurate, real-time data. It then uses this data to orchestrate processes, including those required for resolving device, application, and network issues.

BUSINESS IMPACT:

- **Improved quality of service:** Detect and resolve issues before they are reported. Improve attainment of SLA commitments.
- **Improved compliance:** Maintain up-to-date audit trails showing all activities associated with issue identification and resolution.
- **Labor reallocation:** By automating data aggregation and analysis along with many of the processes associated with troubleshooting, personnel can now allocate more time to strategic initiatives.
- **Reduced downtime:** Faster troubleshooting reduces business disruption caused by poor performing or non-working systems.



WITH READYWORKS:

- Aggregate event logs from multiple systems to identify the root cause of issues.
- Identify connected devices that are not operating within normal parameters.
- Trigger workflows to address abnormal device or network conditions.
- Create workflow templates for common solutions that resolve common issues.
- Automatically open and escalate service tickets.
- Trigger automated communications to owners and stakeholders to provide ticket status.
- Use a configurable self-service portal for end users to confirm information (e.g., location) and schedule service.
- Automatically notify third-party vendors when support is required.
- Log all activities in one central place.

WHAT'S INCLUDED:

- Bi-directional connectors to collect asset information from data-sources including, system monitoring tools, configuration platforms, identity management systems, and ITSM tools. (10 connectors included in standard subscription.)
- Outbound orchestration to detect, assess and correct issues including notifying third parties that support is required.
- Automated communications to notify required parties that an issue was detected and to report on status.
- Automated workflows to open, escalate, and close service tickets.
- Configurable dashboards and reporting.
- Guided implementation followed by ongoing support and training.



Automate your troubleshooting processes.

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