SOLARWINDS

CASE STUDY

Leading Automobile Company Cuts Resolution Time in Half With SolarWinds Observability

> *Having this tool in place is a game changer for us. It allows us to do things we didn't have the ability to do before. That means the Network Operations Center (NOC) doesn't have to grow, I can restore services faster when they have issues, and I can show that we have cut resolution times in half; soon they will get into a proactive state where they catch it beforehand. This is a great partnership for us.*
>
> — Vice President for IT, North American Automobile Industry

ABOUT THE CUSTOMER

The company is a leading automotive services provider in North America with a longstanding history of providing excellent customer service.

CHALLENGE

A senior technology executive joined the company in 2022 in the role of vice president and took accountability for IT infrastructure and service operations. This included overseeing a **large inventory of digital assets** and **mobile devices deployed across field operations**. The organization inherited a complex but standard mix of insourced, outsourced, and shared services as well as a multitude of legacy tools, apps, and systems. The company's vice president noted, "Our data center is like a museum because I think we have every technology known to mankind. It presents a unique challenge for keeping an eye on the estate."

The customer aimed to go serverless and needed a supportive tool during the transition. The vice president wanted his IT department to manage and monitor the full environment and get ahead of issues. He added, "I wanted the team to look at every aspect of the environment: applications, mobile phones, laptops, not only the servers or the network. We wanted to enable the team to monitor that complexity."

The turning point came after an unexpected operational problem. Everybody questioned how the issue had occurred when they had access to all the data. "We had stitched together a bunch of things that wasn't giving us a complete picture and wasn't always giving us the data that we thought it was giving us." The team needed better insights and capability, "I wanted information, data, and proactivity. And it felt like every single day I was on my back foot."

Location: North America

Industry: Automotive

Mix of SolarWinds Platform Network Monitoring Functionalities in Use:

- SolarWinds Observability Self-Hosted
- SolarWinds Observability SaaS

SOLUTION

The vice president began by asking questions but soon realized, despite the 40 or 50 monitoring tools active in the business, his team couldn't meet his requirements. Dynatrace was one of the tools: "It wasn't giving me the data I needed, and it didn't help me get end-to-end monitoring in place to build those insights into observability. So, you know, for me, I wasn't getting the value or the data."

The vice president explored different solutions. SolarWinds was identified as a suitable replacement for Dynatrace, and the team quickly realized that **SolarWinds® Observability solutions (available as Self-Hosted or SaaS) could displace another eight to 10 tools**, including Nagios and ThousandEyes, helping reduce tool sprawl and the associated costs.

> *It was a big decision point for us when the team saw the capability that SolarWinds could bring to bear. It was a pretty easy choice because it started to solve a bunch of problems the right way from the bottom up.*
>
> — Vice President for IT, North American Automobile Industry

SolarWinds Observability Self-Hosted and SaaS gave the customer the monitoring capabilities they needed, but crucially, enabled them to continue observing and monitoring their on-prem environment as they migrated workloads to the AWS cloud. This allowed the team to **work at their own pace**, **observe what they needed**, and **help simplify and accelerate the migration process**.

SUMMARY

With new insights available to the team through SolarWinds Observability, the vice president was able to introduce the concept of a technology operations center, an IT function acting as a value-added partner to the business, helping "**find solutions to problems I didn't know I had** before they impact my business."

The shift in approach from reactive to proactive and the impact on the business has led to a service-driven IT function within the company. The vice president concluded:

> *My technology team is not in the business of technology. The IT Department is not about the applications and the database and the server, the firewall, the switch, the router, and all the other stuff that goes into it. IT is about being in servivce to others; it is a privilege to be in the IT department and serve others. Part of what we've done with SolarWinds is start crafting a solution to get us on that journey.*

BENEFITS

✔ A path to a **single pane of glass** across the customer's hybrid environment

✔ Flexibility to **avoid risk** while transitioning to a serverless environment

✔ **Accurate data and insights** help address issues before they affect the business

✔ **Rolling out technology** to stores, with the continued addition of new stores. Growing year on year, and adding new devices, helping reduce costs, risk, and improve efficiency

✔ A focus on **business enablement and growth**, while reducing risk

HIGHLIGHTS

Tool sprawl provided a disjointed view of the customer's environment causing issues in identifying root cause

SolarWinds gave the customer the **flexibility** to move at their own pace, and observe what they needed from any location

Complexity became more of an issue as the company shifted away from data centers toward AWS

Full visibility, **accurate data**, and **insights** across the whole environment helped the customer shift from reactive to proactive IT service to the business

ABOUT SOLARWINDS

SolarWinds is a leading provider of simple, powerful, secure observability and IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs) to understand the challenges they face in maintaining high-performing and highly available hybrid IT infrastructures, applications, and environments. The insights we gain from them, in places like our THWACK® community, allow us to address customers' needs now and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.