



DELIVERING RESILIENT SERVICES AT SCALE TO ALL CITIZENS

SUCCESS STORY

AVOIDABLE ISSUES NEGATIVELY AFFECT THE EXPERIENCES OF CITIZENS AND VISITORS

For one large US city, a focus on Integrated Service Management to provide end-to-end visibility, control, and automation of city services became essential – highlighting its ability to address these challenges. City commissioners and IT staff were specifically concerned with service levels for 29 critical city services used by millions of citizens.



"Edge Single Point of Control software unites a multitude of heterogeneous devices from multiple agencies to help us cut down on the low-level noise and make sense of real-time alerts, historical alerts, and events that are streaming in every minute of every day."

Manager, Large US City

SMARTER CITY OBJECTIVES

Provide citizens with fast and easy access to information and non-emergency services via city hotline

Share information and increase work efficiency for the city's nearly 300,000 employees with community space and tools

Improve public safety with data-sharing service to cross-share criminal investigations, trial preparation, and case follow-ups

Make it easy for city residents to determine eligibility for health and human service benefit programs with an online screening tool

Fuse geographic information system to support emergency response and planning operations

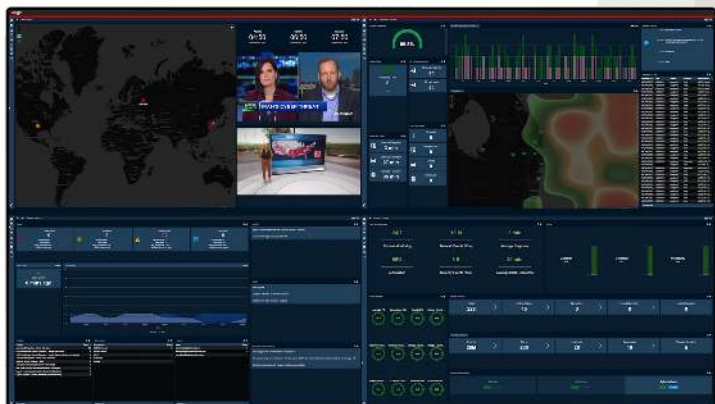
Introduce online payment systems for tickets, taxes, utilities, and other city services



MODERN CITIES ARE FILLED WITH GENERATIONS OF TECHNOLOGY

Given the complexity of this infrastructure, it was difficult for the support staff to diagnose issues and find the root cause of problems to proactively identify affected services. The information gaps increased outages and eroded the confidence of citizens. It also increased the costs associated with answering the surge of calls from employees and citizens.

The foundation of these services is an incredibly heterogeneous infrastructure spanning hundreds of agencies and operational teams with more than 400 servers, 100,000 network devices, 500 database instances, and 60,000 telecom circuits.



To evolve with citizen expectations, the city needed to establish a delivery model that allows IT staff to identify recurring problems and initiate proactive measures to prevent further disruptions and outages.

By moving to an integrated service model the city gained the end-to-end visibility to make sense of real-time information. Then control and automate the responses needed to deliver high-quality, uninterrupted services despite tight budgets and head count constraints.

Real-time server, network and application information along with configuration and asset information are automatically collected and fed into service model dashboards that show the health of services and underlying infrastructure.

Ability to identify trends based on the number and severity of problems for each asset class helps IT staff predict and prevent service-impacting problems.

CREATING A SMARTER CITY TOOK A FOUNDATION, A BUSINESS CASE & A SINGLE POINT OF CONTROL

Previously, each server, application and network team used point monitoring tools. The foundation consolidated systems, network and application alerts laid the foundation. Once real-time data was aggregated real discussions about moving to a service framework were held.

To build a case, the city started reaching out to several vendors regarding the creation of service dashboards that brought IT Infrastructure Library(ITIL®) best practices to life.

The executive managers in the city knew a long term perspective was needed but the support wasn't widespread. By consolidating operations with Edge Single Point of Control software, visualizing what was possible helped the remaining stakeholders across city agencies.

"We were monitoring the bits and pieces of our core services, but we didn't have the end-to-end visibility for service modelling and tracking SLA performance. This meant more calls, higher MTTR [Mean Time to Repair], and extended outage durations."
**Network Monitoring Manager,
Large US City**





BENEFITS OF EDGE-POWERED DIGITAL SERVICE MANAGEMENT

What difference has this approach made?

City managers saw significant advances in key performance indicators (KPIs). Clear visualizations communicate the progress and then indicate what to focus on next, such as Mean Time to Repair (MTTR).

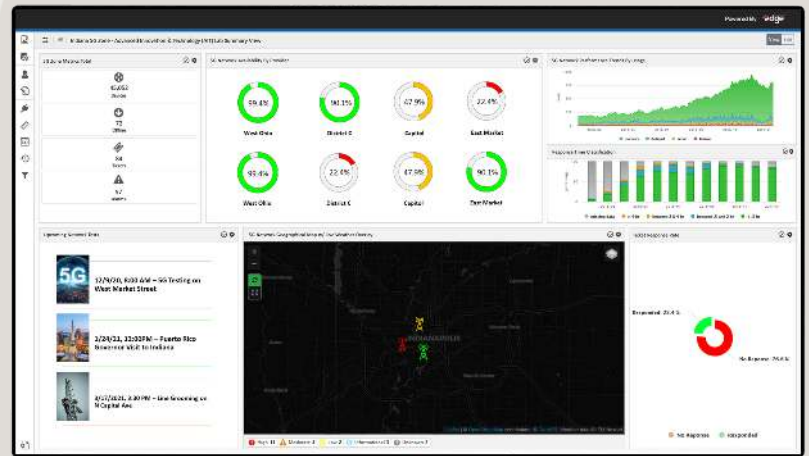
Any large organization with distributed operations spanning multiple groups, agencies, or locations have the same challenge in determining how hundreds of thousands of elements relate to the macro services offered to internal and external users

2 - 3 hours to investigate and manage incidents reduced to one hour on average

Major incidents that lasted up to 4 hours at least once a quarter, were no longer major

Improved service availability 60 - 90% across services

Increased hotline capacity by additional 7,757 calls.



1501 Lee Hwy Suite 301,
Arlington, VA 22209
Toll free: 1.888.771.3343
Phone: 703.691.7900
www.edgeti.com



edgeTI, the foremost expert in visualizing and empowering real-time operations, builds Single Point of Control software that enables large enterprises, service providers, and governments to coordinate and execute informed decisions based on existing data and tools. The company's edgeCore platform strengthens performance and competitive advantage to accelerate digital differently.

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