

Customer Case Study

LinkEye for reducing MTTR and improving Operational efficiency of IT services and MSP

"LinkEye's real-time monitoring capabilities have been a game-changer for our NOC operations. We now have unmatched visibility into ISP outages and can proactively address issues, resulting in drastic reductions in MTTR."

-Shashikant Sharma, Director - Managed Services

Customer Success Metrics

Mean Time to Resolution (MTTR) was reduced to 20 minutes per ticket from 4 hours per ticket. The Man-hours spent on WAN-related tickets were reduced to 240 per month leading to faster resolution and improved service delivery.



88%

Reduction in MTTR



93.3%

Increase in Operational Efficiency

CUSTOMER OVERVIEW

A leading IT Services and Managed Service Provider (MSP) headquartered in Bangalore, India, faced operational challenges within their Network Operations Center (NOC). The NOC, responsible for providing Managed Network Operations Services to clients, struggled to manage the high volume of tickets related to WAN and ISP issues. This influx of tickets significantly impacted operational efficiency and increased the mean time to resolution (MTTR).

CHALLENGES

- **High Ticket Volume:** An average of 1200 tickets per month related to WAN link and ISP issues.
- **Extended Troubleshooting Time:** Engineers spent approximately 45 minutes troubleshooting each ticket.
- **Prolonged Resolution Time:** The overall time to resolve and close each ticket ranged from 3 to 4 hours.
- **Significant Resource Allocation:** The NOC dedicated approximately 3600 man-hours per month solely to address WAN-related tickets.

SOLUTIONS

LinkEye addresses the challenges of WAN link and ISP issues by providing comprehensive network visibility and automated troubleshooting capabilities. It achieves this through 24x7 monitoring of WAN links from global Points of Presence (PoPs), enabling real-time detection of ISP outages. The seamless integration with SD-WAN routers facilitates data flow and enables live troubleshooting, streamlining the resolution process.



**24*7
Monitoring**



**Real-time
Visibility**



**Seamless
Integration**

"The implementation of LinkEye has significantly improved our operational efficiency. With reduced time spent on initial troubleshooting and ticket operations, we can focus more on delivering high-quality services to our clients."

-Rutuja Hundre, NOC Manager

LinkEye, a Silicon Valley startup, builds Co-Pilots for Enterprise IT teams by automating routine network operation tasks that provide proactive insights, enabling teams to shift their focus to strategic business initiatives.