



MANAGED SERVICE PROVIDER

COMPANY CASE STUDY

Grok Improves Operational Efficiency for Logicalis, a Global Managed Service Provider



Objectives

- Reduce Total Volume of Events and Data
- Improve Customer Uptime and Service Delivery
- Free Up Time for Senior Engineering Staff
- Shift Left - Empower front line operators
- Prevent IT Service Disruption
- Adoption of AIOps Platform Across Different Practices & Regions



Challenges

- Experienced rapid growth
- Diverse customer base that required personalized services
- Global operations managed hundreds of thousands of devices across the full infrastructure stack.
- Required robust 24x7 observability resiliency, and responsiveness
- Auto ticketing from monitoring led to duplicate mis-assigned tickets
- Long MTTI, MTTR Times



Solution

- Integration with existing monitoring tools
- Re-Platformed Observability/AIOps
- Actionable insights and remediation for front-line agents
- Automation Pipeline
- Intelligent ticketing with ServiceNow
- Multi-tenant Personalized service operations

OUR BENEFITS

Reduced Total Cost of Ownership

- No rules development or data manipulation required for deployment
- 92% MTTI Reduction | 88% MTTR Reduction
- Intelligent Automation for incident response, intelligent ticketing and incident avoidance

Significant Noise Reduction

- 250% More Event Compression than Existing Tools
- Reduction of 28K incidents to approximately 3K incidents by month 2
- Over 6000 Incident Predictions (with fixes) by month 2
- Reduced daily work items by 80%

Improved Agent and Customer Experience

- Self-Learning AI for each customer environment
- Plug & Play data ingestion and transformation for rapid time to value
- Augmented AI interface for operators and harnessing institutional knowledge



"Grok has significantly improved our Managed Service business and the service we provide to our customers. Our customers want the fewest service interruptions possible and Grok has helped us achieve this. Grok has worked with our team to create a world-class solution that has radically impacted our business and we couldn't be happier!"

DIRECTOR, MS OPERATIONS

Logicalis