Corvil

CORVIL ANALYTICS DELIVERS DIGITAL EXPERIENCE RETURNS FOR LEADING GLOBAL INSURER

$950B+	GLOBAL INSURANCE FIRM	140,000+
ASSETS UNDER MANAGEMENT	LEADING PROVIDER OF GROUP BENEFITS, WEALTH MANAGEMENT AND OTHER FINANCIAL SERVICES	EMPLOYEES AND ADVISORS WORLDWIDE

CHALLENGE

Inadequate Insight from Legacy NPMD Tools to Assure Digital Experiences Across the Network

With more complex and diverse services being deployed globally to millions of employees, advisors, and customers, IT and Network Operations were increasingly challenged to assess and assure user experience. While the firm's network engineers were skilled problem solvers, their ability to continuously assess and optimize service performance across the network was hampered by:

- Inadequate visibility across local and wide area networks to assure and optimize end-to-end of services such as VoIP, HTTP-based business applications, and other service delivery

- Limited insight from legacy tools to efficiently identify the source and scope of performance issues

SOLUTION

Application-Centric Network Data Analytics Integrated with IT Operations Ecosystem

Spanning multiple data centers, Corvil analyzed virtual desktops, VoIP communications, multi-vendor digital business services and application traffic traversing local- and wide-area networks to provide:

- Insight into the sources of poor user experience from digital business services, voice and teleconference calls, and remote desktops

- Live and retrospective quality metrics such VoIP mean opinion scores, microburst activity, and latency to measure and manage the impact on user experience

- Application and user traffic patterns and utilization metrics that uncovered hidden capacity constraints and enabled more effective control over WAN resources

- Detection and analysis of common indicators of nascent problems (e.g., improperly marked network traffic, call signaling errors, etc.)

- Seamless integration to maintain a single IT event management interface and to extend Corvil intelligence to the broader IT Ops teams

RESULTS

More Efficient and Effective Service Assurance

- ▼ MTTR from hours to minutes
- ▲ Percentage of problems resolved by Level 1 IT Staff
- ▲ Number of proactively identified and resolved problems
- ▼ Business operational risk due to service degradation