

FROM REACTIVE TO PROACTIVE

Fortune 100 firm eliminates reporting bottlenecks with always-on decision intelligence

THE OPPORTUNITY: MODERNIZING APPLICATION MONITORING

The IT operations team of a multibillion-dollar consumer goods company supports 8,000 software applications—such as payroll, human resources, supply chain and logistics, and email—for more than 100,000 global employees. Application teams monitor change request tickets to identify risks of potential application failures and future incidents.

To ensure its applications operate to spec and are in compliance with internal and external requirements, the team saw an opportunity to deploy an always-on IT ops monitoring system to lower risk and effort while gaining audit confidence and efficiency.

CHALLENGES: TIME-CONSUMING, MANUAL RISK REPORTING

The challenges faced by the IT operations team related to data were extensive. Application risk assessments required application managers to collect and aggregate data across disparate sources, including spreadsheets and dashboards, into a single view to report on. These reports, taking as long as 10 days to complete, often lacked the deep data insights for the team to assess future risk of failure to generate timely recommendations for operations change management.

In addition, application managers were always in a reactive mode when it came to reviewing incoming support tickets and application failures. They could never be proactive about detecting future critical incidents and updating applications to minimize user downtime because application risk assessments were performed once a year.

"Tellus continuously analyzes data coming from multiple source applications, giving us an early warning of issues that require particular attention so we can take decisive action faster."

—Director, IT Operations
Fortune 100 company

200+ users

IT application and systems managers

8,000 applications

Data sources include incident tracking systems, legacy BI, and spreadsheets

Continuous monitoring

Transformed business from relying on reports that took 10 days to create, to adopting continuous data monitoring and proactive actions

WHY TELLIUS

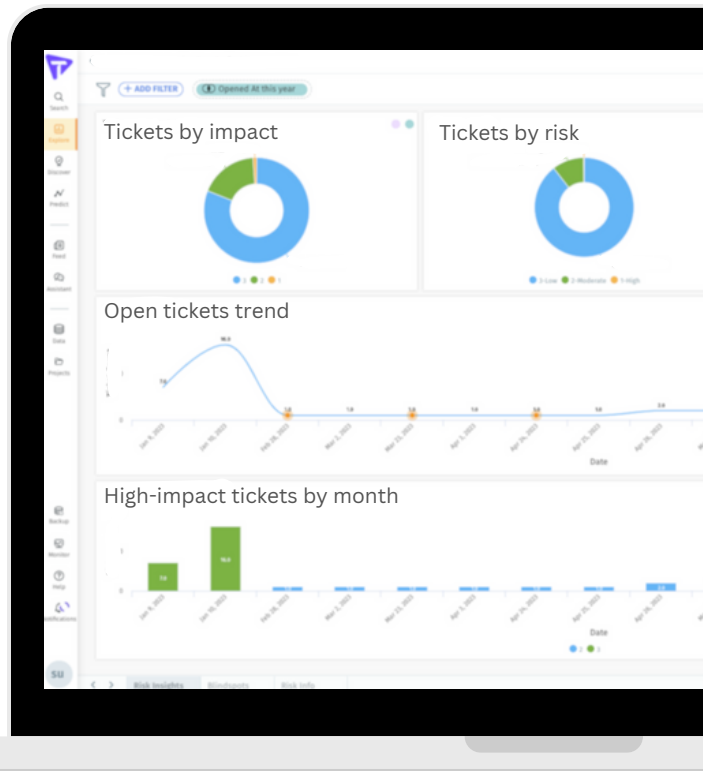
Proactive, always-on monitoring: Get notified when key metrics change, with automated analysis to understand why changes occurred.

Predictive insights into potential risk: Predictive models identify increased risk of app failure based on incidents as they're reported.

Faster insights into past, current, & future challenges: IT operations team can see what's happening within their data, understand why, and take decisive action.

Easy access to identify answers: Anyone at the company—not just the data experts—can use a Google-like search interface to ask questions of their data and find answers.

Bringing data together: Insights are unified across previously disparate datasets.



THE RESULTS: ALWAYS-ON MONITORING WITH DECISION INTELLIGENCE

Increased efficiency: It now takes the IT ops team just *hours* to complete an application risk assessment, compared to up to 10 days previously, translating to FTE savings across roles, which is invested into other business areas.

Lower risk: With predictive insights and always-on monitoring, the customer has gained visibility into current and recent change requests, the ability to follow up on older changes that had not been closed, and early warnings of upcoming changes that will require attention. Instead of reacting to incidents when they occur, the teams can proactively assess and remediate risk through automated alerts.

Higher audit confidence: With Tellius, the customer is confident that 100% of open and closed tickets are being reviewed and actioned—no more missing change requests.

Cost avoidance: Fewer fines, write-offs, and remediations of failed change requests mean significant avoided costs and less business downtime. Converging thousands of apps into one platform also saves the customer an estimated \$1 million to \$2 million on reduced technology costs.

BEFORE

Disparate BI tools & dashboards

App risk assessments completed in **10 days**

Limited visibility

Inefficient IT operations

Costly, unplanned application downtime

AFTER

→ Converged platforms, reducing costs **\$1M-\$2M/year**

→ Application risk assessments completed in **hours**

→ Continuous risk assessment for **100%** of applications

→ **\$6M-\$10M** FTE savings across roles

→ Proactive maintenance based on predictive insights