

ENSURING RELIABLE NETWORK CONNECTIVITY ACROSS MORE THAN 20 COUNTRIES



LEADING PAYMENT SERVICE PROVIDER CHOOSES ATSG

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CUSTOMER OVERVIEW

This ATSG customer is one of the world’s largest payment service providers. With thousands of employees in more than 20 countries around the world, the company relies heavily on its global network. Service disruptions are not an option – the company needs reliable connectivity 24×7×365 to support the business and more than six billion payment transactions annually.

CUSTOMER SNAPSHOT

Industry: Fintech

Geo: Global

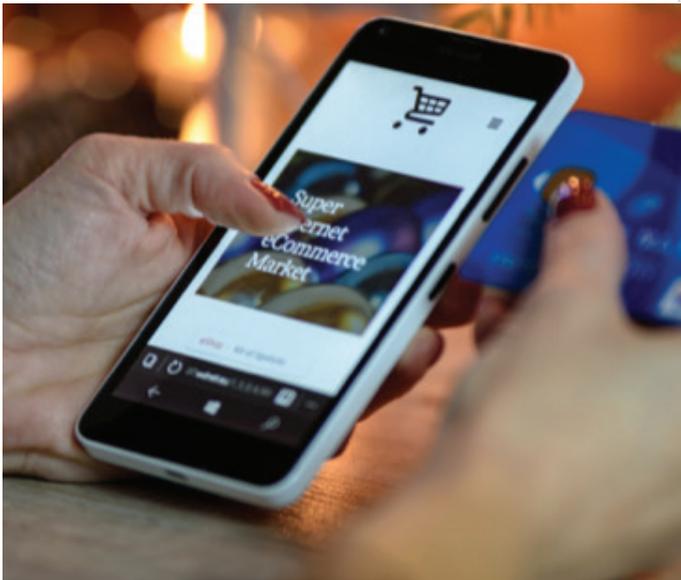
IT Landscape:

- Mission-critical global data network
- 1,100 devices in 59 company locations
- Environment consisting of Cisco, Aruba, Arista, Juniper and Oracle infrastructure

Solution: ATSG RMS

PAIN POINTS

A strategic move to form this company out of what had previously been an integrated business unit resulted in the urgent need to implement and scale independent IT services to support its new global network. However, an in-house NOC wasn't an option – while the new company had network design engineers, it didn't have the experienced staff needed to manage its mission-critical network infrastructure. It also lacked a comprehensive operational management platform, with only disconnected open-source monitoring tools to keep its data services up and running.



WHY ATSG

After evaluating its options, the company chose ATSG to manage its data network because of the comprehensive multi-vendor device coverage offered by the ATSG Remote Management Service (RMS) and the OPTX Platform, and because ATSG engineers could quickly add additional device support by creating intelligent rulesets within the platform. The fact that ATSG could onboard the company to managed services quickly and deliver the stringent service levels it needed also strongly factored in to the company's decision.

The company had a hard deadline to have a new monitoring and support strategy in place when its new global network went live. ATSG committed to an aggressive service activation date and worked closely with the company to make the transition a success. During this process, ATSG:

- Adapted its support processes to create complete alignment with the company's operational needs
- Fully documented the company's network, including sending teams onsite for knowledge transfer
- Built strong relationships with local company contacts, ensuring an effective global rollout
- Added support for Oracle session border controllers to the OPTX Platform
- Deployed the OPTX Platform across multiple sites in a full disaster recovery configuration to ensure mission-critical monitoring and managed services availability

BUSINESS OUTCOMES

At go-live, the OPTX Platform managed nearly 600 devices across 27 company locations. Those numbers rapidly expanded to more than 1,100 devices in 59 locations – proof of the success of the service engagement. According to the customer, "This is the best NOC we have ever had. ATSG is doing a really great job."

In addition to delivering 24x7 monitoring and managed services, ATSG also provides the company with a range of other value-added services. For example, the company uses many carriers to provide global connectivity, and ATSG manages all operational engagements with these carriers as part of the support and maintenance process, resulting in significant time

BUSINESS OUTCOMES CONTINUED

saved for the company. ATSG's carrier management efforts have also improved network stability for the company – for example, when its network experiences a BGP circuit issue, ATSG consistently follows up with the carrier to determine the reason for the outage until it is resolved.

ATSG also manages the company's operational interfaces with multiple equipment vendors. This includes engaging vendors for support when resolving incidents and handling return material authorization processes when defective equipment needs to be returned to the manufacturer.

KEY METRICS

- It takes an average of only 33 seconds for the OPTX Platform to notify the ATSG Support Center of the precise cause of a network issue following its automated root cause determination. Because of this, the ATSG engineering team resolves many incidents before the company experiences a business impact.
- The OPTX Platform has reduced incident volumes by 97%. By automatically validating incidents before they are raised, the OPTX Platform suppresses false positives and ensures that ATSG engineers quickly engage at the source to resolve real network issues.
- The ATSG Support Center proactively responded to 94.4% of incidents without the customer having to report them.
- Incidents are resolved quickly. For example, the MTTR for localized incidents is just one hour and 42 minutes, and the MTTR for widespread incidents is just two hours and 37 minutes.

About ATSG

ATSG is the leader in intelligent business service assurance. The OPTX Platform delivers predictive and proactive performance and availability management across hybrid infrastructures, with a focus on real-time communications use-cases. It is available as a standalone solution or as the engine behind ATSG's managed service offerings.

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