



*“We like the hierarchical teams [groups] feature; we’ve built several teams this way, so we can send a single page to multiple teams at once.”*

– Major Incident Manager

## Industry

Retail

## Use Cases

- Major Incident Management
- Incident Orchestration with Ticket Lifecycle Automation
- Real-time Visibility, Reporting & Analytics

## About

A leading integrated retailer focused on seamlessly connecting the digital and physical shopping experiences to serve their members.



AlertOps™ empowers your teams to resolve major incidents and automate real-time operations.

### THE SITUATION

## Reducing MTTR by 30 Minutes

Before using AlertOps, “we were experiencing problems with team members arriving late on the bridge, or people sometimes never joining the bridge because they missed the email. We manage about 1500 users across 300 teams in our group, so automation is a must.”

*“We like the flexibility that AlertOps allows ...”*

– ITSM Manager

### PAIN POINT & RESOLUTION

A major retailer has staff located around the world, working various shifts to provide 7 x 24 support 365 days a year. A central operations team of over 100 people is responsible for monitoring and responding to system outages and incidents.

“Before using AlertOps, we were experiencing problems with team members arriving late on the bridge, or people sometimes never joining the bridge because they missed the email.” Prior to implementing AlertOps, the support team used email to notify the groups. Call tree lists were maintained in order to call out to people who didn’t respond to emails.

After AlertOps, they now mobilize large support teams in less than 5 minutes for response, saving **30 minutes per critical system incident** and **50% reduction in MTTR**.