> *"We analyzed a bunch of different vendors. Hands down, AlertOps was the top for multiple reasons."*
>
> *– Service Delivery Manager*

Industry

Gaming Software/Systems

Use Cases

- Consolidated Scheduling & Visibility Across the Organization
- Prioritized Escalation Policy
- War Room Team Enablement
- Response Orchestration with Slack®

About

This Fortune 1000 Gaming Software company, headquartered in Redwood City, California, is a developer, marketer, publisher, and distributor of video games for consoles from Sony, Nintendo, and Microsoft, as well as for PCs and mobile devices.

Alert○ps

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

Leading Gaming Software Case Study

THE SITUATION

Transforming the customer service experience

A Fortune 1000 gaming software company needed a no-code enterprise-spec'd solution capable of advanced on-call scheduling. They wanted to "consolidate the on-call schedules into one place, then create a policy for all teams to adhere to." AlertOps enabled them to easily develop a highly-mature response plan capable of complex enterprise scheduling, with a high level of visibility and the ability to alert multiple people across multiple teams, simultaneously and dynamically – with varying messages, and methods during incidents.

> *"AlertOps completes the integration of ServiceNow in my opinion...It's really simple to get AlertOps to work with any tool."*
>
> *– Service Delivery Manager*

PAIN POINT & RESOLUTION

Previously, "our tickets in ServiceNow® were not categorized or prioritized correctly, and that showed through once we set up AlertOps. We set up AlertOps to send us 'urgent' tickets for example – user impacting tickets." Additionally, "AlertOps has been a lot easier to get things to come out between Slack® and ServiceNow® – It's so much easier! AlertOps came in and put a nice bow on that package." AlertOps also provided white-glove onboarding, and ongoing support for quick implementation." The customer service is really good and the support team has always been responsive and been a great help...satisfaction rate is 100%."