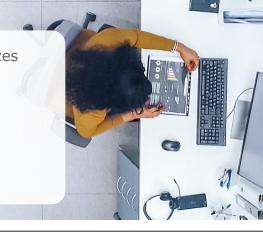# PQR Boosts NPS by **Improving SLA Performance 16% for Hybrid Cloud Workspaces**

PQR harnesses ScienceLogic SL1 and extended ticket automation to deliver superior customer experiences.

Leading Dutch digital transformation service provider PQR, specializes in hybrid cloud and modern workspace solutions. To ensure a great user experience—giving users anytime, anywhere access to any resource they need in a reliable and secure manner—PQR selected ScienceLogic SL1 to modernize their operations, improve customer satisfaction, and support innovative service offerings including Monitoring-as-a-Service (MaaS) for hybrid cloud workspaces.

Customer Challenges

- Growing managed services revenue by delivering innovative new services, including new hybrid cloud workspace MaaS offering

- Modernizing operations to focus on high value customer engagement vs. problem resolution and tool admin

- Improving customer experience by resolving issues quickly, measured with differentiated experience level agreements (XLA)

ScienceLogic Solution

- SL1 platform and strong partnership drove IT Ops transformation, enabling innovative new services and greater business growth contributions

- Automated troubleshooting and ticketing increase staff productivity; expanding insights into client environments and service delivery metrics

- Full-stack dashboards show real-time impact of workspace technology on business service health, speeding RCA, and improving SLA performance

> " PQR has invested a lot in maturity, scalability, and knowledge of our managed services business, and ScienceLogic has been a big part of that. Now we can continue to improve and innovate with new services, which will be vital for our year-on-year growth in managed services, the fastest growing department of PQR. "
>
> — *Marijke Kasius, COO, PQR*

Results

Increase
in NPS

Extended
Ticket Automation

16%
increase in SLA Performance

Technical Challenges Addressed

Speed Customer Onboarding

A top priority, and PQR differentiation, is high quality user experience with smooth onboarding for hybrid cloud workspace offerings. Critical for this objective is insights into current and historical user experience levels and keeping customers informed on incidents avoided that could have impacted user experience. SL1 data insights and real-time dashboards showing health, availability, and risk for the full-stack workspace environment help to speed onboarding and demonstrate customer value.

Automate Triage & Incidents

Heavy incident volume strained IT operations and kept the team from high-value customer engagements. Aspects of operations were manual and inefficient using incumbent tool data analysis, troubleshooting, and incident management. Mounting incident backlogs endangered SLAs. Teams were challenged to prevent incidents from happening, as they lacked historical and real-time perspectives. PQR integrated SL1's operational data lake with the service desk to drive intelligent incident automation and enrichment with diagnostic data captured at the time events occurred.

Increase Service Visibility

Hybrid cloud workspace solutions run across Citrix, VMware, Microsoft and Nutanix, and include various apps specific to user profiles. Delivering on differentiated XLAs required unified data integration with service-centric dashboards for more effective support. This drove PQR to a high-priority requirement to monitor all workspace technology layers under a single tool and within the context of the services delivered. SL1 full-stack data integration into service-oriented dashboards provide PQR with the clear ability to monitor and gain real-time insights for multiple customers, with one tool.

Why ScienceLogic?

PQR chose ScienceLogic for its AI/ML-driven IT Operations Management (ITOM) platform and business-aligned partnership that helped them deliver differentiating hybrid workspace Monitoring-as-a-Service offerings at scale. PQR incumbent tools were functionally limited, not providing the visibility, analytics, and automation required to support a new hybrid workspace monitoring as a service offering, which inhibited growth and operational optimization objectives. This drove PQR to look at modern monitoring platforms from vendor partners aligned around business innovation and enhancing value to customers. In this quest, ScienceLogic delivered against the following selection criteria…

- Unify monitoring through tools modernization with support for hybrid cloud workspaces
- Incident automation to ease IT operations, support strong SLAs/XLAs, and enable scaling workspace services
- Partner to support business objectives, strategizing solutions for improved operations and service innovation

ScienceLogic is a leader in AIOps, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.