ScienceLogic

PQR Boosts Efficiencies and Improves SLA Performance for Hybrid Cloud Workspaces

Leading Dutch digital transformation service provider, PQR, specializes in hybrid cloud and modern workspace solutions. To ensure a superior 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 for hybrid cloud workspaces.

Challenge

As PQR prepared to take the first step on their AIOps transformation journey creating a platform for centralized monitoring and automation, they faced several challenges:

Inconsistent Monitoring

PQR's legacy tools were non intuitive, required a relatively large amount of administration to configure, and—due to the lack of Autodiscover—routinely missed a lot of metrics and triggered unnecessary alerts.

Inefficient Onboarding

Depending on who configured an account, customers might have different setups. In addition, onboarding employees was often a time-consuming process.

Strained IT Resources

Legacy tools required too many manual operations and were inefficient at data analysis, troubleshooting, and incident management—tying up IT resources in low-value tasks. Making incident prevention difficult and limiting the ability to deliver on differentiated experience level agreements (XLAs) and support a new hybrid workspace Monitoring-as-a-Service (MaaS) offering

---

"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."

Marijke Kasius, COO, PQR

PQR

Company
PQR

Headquarters
Utrecht, Netherlands

Industry
Digital Transformation Service Provider

Website
pqr.com/

Use Case:
Tools Consolidation: Multiple and disparate tools impact an organization's ability to monitor their whole IT estate efficiently as data silos turn into organizational ones. Consolidating disjointed IT tools into a single platform like SL1 helps to lower operational costs, therefore increasing staff productivity and efficiency.

Simplify IT Operations and Visibility: Minimizing visibility gaps and consolidating monitoring enables 100% visibility eliminating hidden risks, minimizing downtime, and faster issue resolution.

Outcomes:
· 16% increase in SLA compliance performance

· Consistently meets above MTTR SLAs for P1s

· 56% noise reduction

Solution

ScienceLogic's SL1 platform helped PQR improve service management performance in several key areas.

Better Customer Experience

SL1 helped PQR improve the customer experience by improving operational efficiency. For example, SL1 powers smooth onboarding for hybrid cloud workspace offerings by delivering critical insights into user experience levels, and keeping customers informed on incidents avoided.

Triage and Incident Automation

PQR integrated SL1's operational data lake with their service desk to drive intelligent incident automation and enrichment with diagnostic data captured at the time the events occurred. ScienceLogic's PowerFlow Builder allows them to sync SL1 data with Autotask, and certain runbook automations trigger automated ticket creation into Azure.

Improved Service Visibility

SL1's full-stack data integration into service-oriented dashboards provides PQR with the ability to monitor and gain real-time insights for multiple customers within a single tool. They have an instant overview of the whole chain of their environment, which they can share with customers.

Impact

SL1 helps PQR increase overall operational efficiency, which helps them reduce costs, increase incident C-Sat score, and maintain their high NPS score. SL1 has also improved PQRs agility by freeing IT resources from mounting incident backlogs, so they can spend more time engaging customers and delivering projects. Overall, SL1 is driving PQRs ITOps transformation, enabling new services and greater business growth.

BENEFITS

Enable innovation to deliver new business services that drive revenue growth

Reduce costs and increase revenue to increase profitability

Eliminate observability gaps to reduce incident noise

Accelerate incident resolution by automatically correlating performance events, anomalies, and changes in a service context

Provide business context to shift from device-centric to service-centric operations and observability

Improve customer satisfaction