

Enblis Optimizes MSP NetOps with ScienceLogic's SL1 AIOps Platform, Achieving 50% NPS Boost

Since 2006, award-winning, Australia-based MSP Enblis has been guiding enterprises and ASX-listed businesses on the journey to SASE and secure remote workers and data. To improve their already amazing customer experience, Enblis optimized their network operations with ScienceLogic's SL1 AIOps platform to reduce costs, improve efficiency, and achieve a remarkable 50% boost in NPS.

Challenge

Enblis' vast client networks flooded their engineers with 1,600 events at any point in time — approximately 120,000 per year. Their device monitoring generated an overwhelming amount of noise, which made it very difficult to identify and prioritize real issues. In addition, high-volume manual ticket creation combined with an inaccurate CMDB incurred significant costs, prolonged delays in MTTR, and ultimately reduced both productivity and customer satisfaction.

Enblis needed a solution that would help them continuously improve their customer experience, provide AI/ML driven insights and automation, and enable quick support and faster remediation for issues impacting network services.

Solution

ScienceLogic's SL1 AIOps platform provided Enblis with a scalable and extensible foundation of intelligence and control that drives breakthrough agility, speed, value, and growth.

By shifting from high-noise device monitoring to prioritized service monitoring, Enblis was able to reduce event noise by 34%, which increased staff productivity and refocused resources on delivering greater value to clients.

SL1's business services, dashboards, and reports provide granular service insights that expand service visibility, helping Enblis reduce their network utilization costs by 64%, improve CSAT (50% boost in NPS) and drive overall business growth (7% increase in sales).

Enblis also achieved significant savings and greater efficiency by synchronizing SL1-monitored assets with the ServiceNow CMDB and enabling auto-ticket creation and highly accurate routing. SL1 also auto-remediates high-frequency events.



Company

Enblis

Headquarters

Australia

Industry

Managed Services Provider (MSP)

Website

enblis.com.au

Use Case:

Enhance service visibility, reduce incident noise, and automate incident and CMDB workflows using ScienceLogic's SL1 AIOps Platform.

Outcomes:

- \$50K annual cost savings by avoiding bandwidth over-utilization charges
- 40% improvement in average incident MTTR
- 34% decrease in incident noise, driving increased service visibility



Impact

Enblis realized a \$50K annual cost avoidance from bandwidth over-utilization charges, a 40% improvement in average incident MTTR, and a 34% decrease in incident noise. Being more proactive led Enblis to increased service visibility, improved customer satisfaction, and a remarkable 50% boost in Net Promoter Score (NPS).

What's Next

Based on their great initial success with SL1, Enblis plans to further optimize their operations by leveraging ScienceLogic's advanced analytics and automation capabilities. Their strategy is to focus on new services development and enhancing client value while ensuring their network operations remain streamlined and efficient.

“ScienceLogic’s future vision was light years ahead of any vendor, and that told us we were truly partnering with a next-generation management solution that would give us the platform to deliver the best service to our customers.”

Jon Evans, CEO, Enblis

BENEFITS



Improved service visibility and ops insight by shifting from device to service monitoring



Improved operations efficiency, MTTR, and CSAT with automated ticketing and routing



Reduced operational costs through auto remediation of high frequency events



Maximized staff resources to expand focus on new services development and client value