ScienceLogic

TDC Erhverv Drives 11% YoY Revenue Growth and Client Value Enhancement with SL1

TDC Erhverv, a leading MSP based in Denmark, implemented ScienceLogic's SL1 AIOps platform in support of their organizational mission to "work smarter, not harder." The initial phase of their digital transformation focused on enhancing the customer onboarding experience and increasing operational efficiency through the use of data-driven automation for ITSM and IT workflows. By building unique automation workflows using ScienceLogic's platform, they were able to greatly improve client value and achieve significant revenue growth.

Challenge

Although TDC Erhverv was already using automation in many areas, onboarding a high volume of new Access Points (APs) each month was still a very manual task. Another challenge was the monitoring of these APs, which was handled via traps coming from the controllers. It was challenging to keep the CMDB updated due to the highly manual tasks associated with lots of APs and frequent changes. In addition, "incident storms" could cause entire locations or switches to go down, AP events were not automatically cleared, all of which created additional, manual work for the operations team.

TDC Erhverv needed a more complete platform that automated ITSM workflows to reduce incident resolution time and provide proactive insights to clients regarding critical services and network health.

Solution

Using ScienceLogic's AIOps platform, TDC Erhverv was able to automate many manual, repetitive tasks that slowed operational efficiencies and innovation. They also used SL1 to implement a service-view to help prioritize work based on health, availability and risk of the business services they managed. Using these two approaches, TDV Erhverv was able to start automating incident triage and resolution, using SL1 to drastically cut down incident resolution times and improve customer satisfaction.

TDC Erhverv

Company
TDC Erhverv

Headquarters
Copenhagen, Denmark

Industry
Managed Services Provider (MSP)

Website
tdc.dk

Use Case:
Implement intelligent data-driven automations to enhance service speed, quality, and customer value for enterprise clients.

Outcomes:
· 32.4% Faster Average Incident Resolution Time (2-year gain)

· 80% Incidents Automatically Created and Routed Per Day

· 70% Reduced Service Desk Work, Redirected for Enhancing Client Value

Impact

As a result, SL1 helped TDC Erhverv achieve a 32.4% faster average incident resolution time, 80% of incidents being automatically created and routed per day, and a 70% reduction in service desk work. This greater efficiency allowed TDC Erhverv to redirect resources to higher value projects, contributing to an 11% YoY revenue growth.

What's Next

TDC Erhverv plans to continue leveraging ScienceLogic's advanced capabilities to automate even more or their IT operations. By focusing on empowering automation, intelligent data utilization, and strengthening their partnership with ScienceLogic, TDC Erhverv aims to maintain its market leadership and further enhance customer experience.

"ScienceLogic is helping us to deliver true unique value to our customers. That is something we have not been able to do before—providing direct data to relevant dashboards, insights into critical services, network health, availability, and risk."

Douglas 'DJ' James, CIO, TDC Erhverv

BENEFITS

Empower teams with actionable insight for informed decision-making

Advance automations for ITSM and IT workflows, enhancing service efficiency

Increased AIOps effectiveness and superior visibility by capturing data from more of the IT estate