ScienceLogic

CASE STUDY

Norlys Uses Skylar One to Automate and Modernize Operations Saving 7+ Man Hours Daily



With 3,500 employees, Norlys — Denmark's largest energy and telco group — provides green and digital services in energy, internet, and IPTC to 1.6M customers. After a merger, running multiple monitoring systems created technology redundancies and a substantial increase in manual work required to ensure proper data capture. To move forward, Norlys needed to implement a single, consolidated system that would improve NetOps efficiency, reduce costs, future proof their systems, and increase CSAT scores.

Challenge

Norlys' existing technology infrastructure was costly to operate, ineffective, and ultimately a barrier to company growth and success. The NetOps team was routinely frustrated by working with previous systems that provided minimal network visibility, generated bad data, and did not allow for a close integration with ServiceNow or their CMDB.

The additional noise from bad data forced the NetOps team to do a lot of extra manual work to compensate for poor visibility, manage multiple processes across the different systems, and constantly check multiple locations to verify data. All of this resulted in a longer MTTR and a steeply declining CSAT.

Norlys leadership knew they needed to provide more advanced technologies to maintain their top market position.

> "The biggest differentiator for Science Logic's Skylar One platform is that it is so flexible. It is not just a monitoring system; it is a framework on which to build your business."
>
> **Hans Meldgaard, Senior Network Architect, Norlys**

Solution

Norlys' experience with Skylar One has been all about ease, speed, and flexibility. "My favorite feature of ScienceLogic's Skylar One platform is that it is a framework," says Hans Meldgaard, Senior Network Architect at Norlys. "It's a solution you can easily customize so it does exactly what you need."

NORLYS

Company
Norlys

Headquarters
Silkeborg, Denmark

Industry
Energy and Telco

Website
norlys.dk

Use Case:
Tools Consolidation: Improve Net Ops by simplifying and modernizing operations into a single platform — Skylar One — to solve for greater operational efficiencies while curbing costs.

Outcomes:

- Faster MTTR from automated ticket creation saving 2 minutes per incident
- Detailed and automated enrichment to all incidents saving 7-man hours per day
- Improved CSAT driven by greater visibility in a platform engineers love to use



Easy and Fast Installation and Integration

"The API integration made the onboarding a very quick process. I gave our developer the spec sheets, and two hours later I had the first POC, and we were good to go," says Hans. "Within a few days, all 6,000+ devices were added and ready for production."

Automated Ticket Creation and Event Enrichment

The easy integration with ServiceNow eliminates a substantial amount of manual work while greatly improving visibility. This helps the NOC team work faster and improve MTTR. "Our original intention was a 1:1 replacement," says Roger Andersen, Senior Project Manager, "But because Skylar One is so intelligent, we are getting even more information without having to expend any extra effort."

Impressive Flexibility and Power

The Norlys team takes full advantage of ScienceLogic's PowerPacks and custom PowerPacks to automate a variety of tasks and quickly and easily configure Skylar One to meet their exact needs.

Impact

"We chose ScienceLogic because our management determined it is the best platform to support further development and help future proof our business," says Roger. "It might be one of the best monitoring systems on the market."

With Skylar One, Norlys has been able to:

- Focus on issue response and lower MTTR via automated ticketing and event enhancement
- Eliminate hidden risks by having every Norlys device covered by one consolidated system providing 100% visibility
- Lower operational costs through consolidation, standardization, and future proofing of IT assets
- Improve staff efficiency and CSAT with superior tools that free up employee time for big-picture initiatives

Benefits

Reduced workload in the NOC and faster response time with automated incident creation and enrichment in Skylar One

Business-building extensibility powered by flexible and customizable PowerPacks on a versatile framework

In-depth and detailed monitoring of devices ensures detection of unexpected errors

Automations implemented to apply the appropriate monitoring parameters to millions of network interfaces

Single pane of glass for monitoring, automation, and root cause analysis in one AIOps platform

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