CASE STUDY
SMR AUTOMOTIVE SYSTEMS

SMR is one of the world's largest manufacturers of mirrors, blind-spot detection systems and a wide range of other automotive components for passenger cars. With data centers in Germany and regional centers in 14 countries, SMR Automotive needs quick access to system monitoring data.

The Challenge

Before Martello, SMR had deployed System Center Operations Manager (SCOM) for its global monitoring needs. The size and complexity of SMR's IT operations caused SCOM to generate more alerts than they could efficiently analyze. It was taking too long to find the most critical alerts. They needed a way to prioritize them.

The Solution

SMR rolled out Martello's Live Maps to its regional teams with webinars and online demos so that the technical staff can visualize the network to see what is relevant to their sites.

They are able to identify problems before they become critical, and are able to address issues faster. The majority of issues are resolved at support level 1. "Our level-1 employees are now 80% as effective as a level-3 resource," said Guarav Gulati.

The Result

SMR reached its first-level objectives with Live Maps within a few weeks. "The results have been great. We can see that we've reduced level-3 escalations by 80%. We've deployed those resources to more strategic projects," said Guarav Gulati.

Martello's solution enables the SMR automotive technical team to identify issues and resolve them quickly while being proactive by addressing them at the earliest point of contact with users. The resulting efficiency has lowered costs and improved productivity across the technical team.

> "We wanted to simplify SCOM for our technical staff across the company to create faster resolutions. With Live Maps and SCOM, we have visualizations that help L1 technical support engineers to identify the root cause quickly. This is a significant improvement for a complex IT infrastructure landscape."
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> *Guarav Gulati, Global CIO*

About Martello

Founded in 2009, Martello Technologies is headquartered in Ottawa, Canada with staff in Canada, the Netherlands, the United States and France. We offer solutions that deliver confidence in the performance of real-time services on cloud and enterprise networks. Our products include unified communications (UC) performance management software, IT systems visualization software and SD-WAN technology.

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