

# IntelliNet

## Taking customer experience to the next level with AIOps-enabled solutions from CA

### CLIENT PROFILE

Industry: IT Services

Company: IntelliNet

Employees: ~70

### Product Highlights:

- Platform-agnostic visualizations
- Capacity-planning features
- Alarm correlation
- Up to 50 percent faster root-cause analysis
- Up to 30 percent better operational efficiency

### Powering Innovation with AI and Machine Learning

The Fourth Industrial Revolution is in full swing, and for IT services provider IntelliNet, that means staying ahead of the curve to deliver cutting-edge, innovative solutions to clients in an ever-evolving environment.

As technology becomes smarter and more flexible, it has the potential to deliver greater value to businesses. But it also requires seamless integrations and the ability to turn significant volumes of data into meaningful intelligence.

"Our role is to help our customers get the most from their workplace technology," comments Jordan MacPherson, Technical Account Manager at IntelliNet. "And that means having better visibility of disparate systems to get to the root of a problem quickly and efficiently. For many of our customers, we are managing third-party providers; therefore, we need clear insights across the board to provide the level of service our customers expect."

IntelliNet implemented CA Digital Operational Intelligence, an AIOps solution, to leverage the power of artificial intelligence (AI), machine learning and advanced analytics to speed up problem-solving and accelerate customer deployments.

"We view artificial intelligence and machine learning as a key way to stay competitive," adds MacPherson. "CA Digital Operational Intelligence helps us provide better service levels more cost-effectively, and help us scale easily to meet our growing needs."

### Working together to achieve better outcomes

IntelliNet is a managed service and cloud solutions provider based in Cleveland, Ohio. Founded 20 years ago, the company has retained its start-up mindset and continuously invests in developing its solutions and portfolio.

The company has been a customer, partner and reseller for CA Technologies for 15 years. Vice President of Product Management and Sales, Karl Kleinert, explains: "CA Technologies works hard to make sure our partnership is successful. It's miles ahead of its peers in terms of delivering the best possible solutions to customers and together we can bring new offerings to market faster. CA Technologies is also far ahead in how it's addressing managed service providers as a unique industry, and the solutions and business models it's delivering to us as a group."

"Today's customer wants everything done better, faster and cheaper and CA Technologies' AIOps solutions help us to remove the barriers to deliver excellent service."

**John O'Donnell**

Vice President of Operations  
at IntelliNet

CA Digital Operational Intelligence joins a stack of other CA Technologies solutions in IntelliNet's operations center, including CA Unified Infrastructure Management, CA Network Flow Analysis and CA Spectrum®. "CA Digital Operational Intelligence is the glue that holds together our CA Technologies suite," reveals MacPherson. "It brings together data from various tools. It not only gives us a single view of what's happening, but also performs intelligent analysis for rapid root cause and capacity optimization."

New customer deployments used to be a time-intensive process requiring experienced resources to define thresholds and events, often without the necessary insights. The CA Technologies solution has transformed this process, as MacPherson confirms, "CA Digital Operational Intelligence gives us data and intelligence that allows us to onboard new customers faster and using more junior resources."

The solution also allows a more junior workforce to supervise customer operations, only escalating to experienced engineers when necessary, which further reduces operational costs.

**Working together to achieve better outcomes**

Greater efficiency is helping the company to be more competitive and to improve service quality, which enables it to pursue new customers as well as increase its business with existing ones. "Today's customer wants everything done better, faster and cheaper and CA Technologies helps us to do that," says John O'Donnell, Vice President of Operations at IntelliNet. "With CA Digital Operational Intelligence, we're resolving problems faster, with the right resources, and in many cases avoiding issues altogether, making us a more competitive and attractive partner for new and existing customers."

IntelliNet's partnership with CA Technologies continues to grow as the company looks at extending its services beyond infrastructure into applications. "We're always thinking of our next big project to help deliver new and better services to our customers. We're currently looking into deploying CA Application Performance Management and CA Mainframe Operational Intelligence to help us expand our offerings and be more proactive, predictive and holistic in how we help customers manage their IT environments," concludes MacPherson.

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