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A **Broadcom** Company

Unified Infrastructure Management

MDS Serves Six Times More Customers Without Increasing Headcount

Business

MDS is a leading provider of cloud solutions for convergent billing and customer management.

Challenge

MDS provides managed services to some of the biggest names in digital services and cannot fail to meet their SLAs.

Solution

To help deliver the highest levels of availability for its business-critical platform, MDS deployed Unified Infrastructure Management (UIM) in 2011.

Benefit

With UIM, MDS can now serve six times more customers with the same team.

Client Profile

Organization: MDS

Industry: Information Technology

Business

Providing Managed Services to the Biggest Names in Digital Services
The explosion of mobile technologies is driving ever-higher customer expectations and more demand for digital and data services. Ensuring accurate and timely billing for these services is complex and is increasingly outsourced to companies like MDS.

MDS provides managed services to some of the biggest names in digital services, from national telecoms to international mobile network operators. A leading provider of cloud solutions for convergent billing and customer management, MDS enables network providers to monetize and bill products and services quickly and accurately.

> **"With Unified Infrastructure Management, we can now serve six times more customers with the same team, helping us to grow and maintain our competitive edge."**
> – Neil Winn, Head of Infrastructure at MDS.

> **"The power of Unified Infrastructure Management lies in its flexibility; we can configure it to monitor or automate anything to reduce costs, save time, and improve service, benefiting our customers and helping us grow our business."**
> – Sam Green, UIM Administrator at MDS.

Challenge

Ensuring Services and Availability to Customers

MDS must ensure high levels of service and availability. "Failure to meet our SLAs could not only affect the revenues of our customers, but also incur penalties for us, as well," explains Sam Green, MDS UIM Administrator.

Solution

Automating Manual Processes and Monitoring End-To-End Business Processes

To help it deliver the highest levels of availability for its business-critical platform, MDS deployed Unified Infrastructure Management (UIM), a leading monitoring solution from CA Technologies, A Broadcom Company. In addition to monitoring all infrastructure components, the solution automates manual processes and monitors end-to-end business processes.

"Mapping the solution to business processes means we get more meaningful alerts, categorized by potential impact, so we can priorities resources more effectively," explains Neil Winn, Head of Infrastructure at MDS.

Insights into trend analysis also enables MDS to manage its platform more proactively and to put preventive measures in place. "We contact customers when we're alerted to any unusual activity, as sometimes a customer action can trigger anomalies," explains Sam Green. "By demonstrating that we're being proactive, we can boost customer satisfaction and confidence in our service."

MDS has automated many time-consuming processes. For example, a check that used to take up to eight hours can now be completed in minutes, and large, detailed data files can be checked automatically. "As well as freeing up staff from laborious processes, service has improved as we have reduced problems caused by data errors," explains Sam Green.

Benefit

Managing Six Times More Customers with the Same Resources

By providing meaningful alerts, reporting, and trend analysis, has helped MDS to achieve a 73% reduction in alerts and a year-on-year improvement on SLA attainment. Automated checks and processes have also freed up staff to focus on serving more customers.

The CA Technologies solution has also enabled MDS to adopt a more proactive approach to managing its service and customers. With real data, MDS can report more accurately against SLAs. Additionally, MDS has created a knowledge bank to enable faster first-time fixes, and taken preventive measures to prevent problems from reoccurring. MDS is continually engineering unique techniques and evolving its use of the CA Technologies solution to deliver further benefits.

For more information, please visit broadcom.com.