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inContact, the leader in cloud contact center solutions, uses multi-cloud monitoring solutions to maintain its 99.99% SLA

99.99% SLA compliance

9-month payback

Real-time performance alerts

inContact

inContact

📖 **INDUSTRY**
Information Technology

❓ **CHALLENGE**
Maintain high performance of cloud-based contact center solutions that support over 200,000 agents

🔑 **SOLUTION**
TrueSight and **Remedyforce** enable IT to monitor the health of revenue-generating systems and match capacity to business demand.

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BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BUSINESS CHALLENGE

inContact's cloud contact center software supports over 200,000 customer service agents employed globally by more than 120 Fortune 500/Global 2000 companies, and by government agencies in the U.S. These organizations rely on inContact for always-on availability and fast performance to deliver exceptional customer service experiences. inContact offers the industry's best published service level agreement (SLA) of 99.99% and is recognized as a market leader by Gartner, IDC, and other industry analysts for its complete cloud solution. To consistently deliver 99.99% uptime with inContact Customer Interaction Cloud, IT must closely monitor the health of its IT environment, which includes both an on-premises data center and servers hosted by Amazon Web Services.

BMC SOLUTION

TrueSight, an AIOps platform that utilizes the latest advancements in machine learning and artificial intelligence, provides real-time monitoring and alerting to speed the detection of and response to impending issues. TrueSight also enables IT to optimally align capacity with business demand, while Remedyforce provides insight into critical systems.

BUSINESS IMPACT

The BMC solutions provide visibility into spikes or abnormalities, uncovering potential issues and enabling rapid response that keeps performance at SLA-mandated levels.

- Second-by-second monitoring of time-sensitive metrics helps **ensure SLA compliance and minimize performance degradations.**

- Real-time display of performance data, email alerts, and automatically generated tickets in Remedyforce provide **extensive visibility into the health of critical systems.**

- Use of TrueSight to make decisions on the need for additional virtual machines translated into a **9-month payback period.**

"The faster we become aware of an issue, the faster we can take remedial action," says Ken Wood, senior manager, enterprise management and tools. "TrueSight solutions help us stay ahead of the game in maintaining healthy systems to support our customers' call centers."

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