

How a Top Global Airline improved its SLA adherence with Assertion's Smart Logging Solution

The Challenge

With 200+ servers spread across 4 data centers in 2 continents, there was no single person/team that knew the health of voice systems at any given instant.

Transnational organizations, with multiple data centers spanning the globe, face the challenges of distributed teams with a fragmented view of any system, making it difficult to get a clear, coherent view of the enterprise systems. Problems and errors that span team boundaries are often difficult to debug and resolve. The problem is especially pronounced in the case of voice systems.

Our client, one of the top global airlines headquartered in Asia, operated Avaya, Cisco, Oracle, and Verint contact center products. The management of voice systems had been outsourced to a vendor who had an SNMP receiver, but it lacked sufficient detail when things went wrong, and they had to fall back on logs. The logs were archived on corporate SIEM, ELK stack, and was not directly available to the Voice Ops team. They had to wait for hours for the relevant logs and sometimes they faced the issue of no logs, because the system did not record or maintain logs or because of network failures or so on. Regardless of the issues, the end outcome was that SLAs were breached regularly.

The Root Cause

In a multi-vendor environment like the one that the client has, the lack of a single, unified view of the issues is especially critical, because it prevents operations teams from having a common view of the entire infrastructure, adding friction in their efforts to identify issues that threaten business-as-usual.

The Root Cause

The usual approaches to monitoring these systems are fraught with challenges:

- Using the single platform monitoring tools supplied by vendors makes it impossible to track issues that span product or solution boundaries. Vendors often ensure that all their own products communicate with their own admin tools, but they rarely, if ever, enable or encourage communication with the tools of other vendors.
- Techniques such as SNMP etc. frequently lack the details required to analyze the root causes of any issues.
- Viewing logs can be tedious and challenging; SIEM systems can help but their centralized nature means that they are managed by separate teams with their priorities, so getting access to the logs needed for RCA requires raising tickets and waiting for approvals and responses – time that could be better spent on actually doing the RCA!

The Solution - Assertion[®] Smart Logging[™]

To solve the client's challenges,

- Assertion deployed a Core + 4 Scanner Smart Logging system to support the 200+ voice servers (about 50 assets per node). Scanners were located near the voice servers, to avoid WAN traffic due to logs.
- The logs are processed in near real-time (about 10 mins delay) and Smart Logging alerts when an error or warning is observed.
- In addition, the client wants to be alerted when certain custom strings are present in the logs, and these have been configured in the UI of Smart Logging.
- The dashboard serves as a single pane of glass view to see if health across the network is good or degrading.
- When an event occurs, a mail workflow triggers an email to a "watch group" and automatically opens a ticket in Service Now, so the right people know that something is wrong and take action.
- The Voice ops team could get to the raw logs of this and all connected systems for up to 30 days and download it right from the portal itself, saving hours of waiting time and vastly improving the time to resolve an issue, leading to improved SLA adherence.

The Privacy Benefit

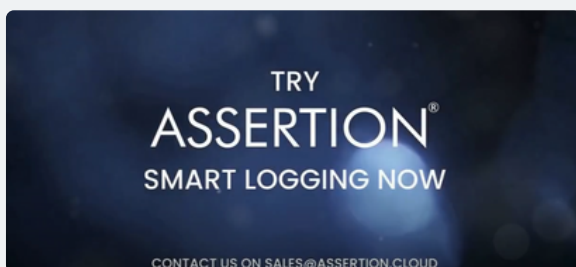
Certain PII, as defined by the client, are detected in the logs and masked out before the logs are archived - this ensures that client rests easy that they will always be compliant to internal and external rules around data privacy.

About Assertion[®] Smart Logging[™]

Assertion Smart Logging helps voice operations teams proactively monitor on-prem voice systems. It helps voice operations teams work more effectively by enabling cross-platform monitoring of errors and events, with quick and easy access to logs, enabling faster analysis of root causes of issues.

Key benefits are:

- 1-click access to logs from all voice assets via the portal
- Track errors, alarms and custom events like certificate expiry
- Detect operational issues like loss of logs, call failures etc.
- Detect loss of recordings



**Watch the solution video and
contact us Today for a trial**

Helping You Meet Your Voice SLAs - One Log at a Time