

CUSTOMER STORY

Problem resolution times halved

Qlik's associative technology boosts value proposition of Microland's SmartInsights platform



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“We can give customers meaningful KPIs in as little as two weeks and that is our value proposition. They now have their fingers on the pulse of things and Qlik’s associative technology enables that to be done very seamlessly and very fast.”

Satish Sukumar, Chief Automation Officer, Microland

Need for crucial differentiator

The world of IT infrastructure management is a densely populated and highly competitive arena. Microland, formed 31 years ago and headquartered in Bengaluru, is a highly regarded provider of ITSM services. Microland has a workforce of 4,500 in offices across Asia, Australia, Europe, Middle East and North America.

Microland’s ‘Making Digital Happen’ philosophy supports customers adopting NextGen digital infrastructures and its efficient management of critical IT infrastructures has forged many long-term customer relationships with prestigious enterprises across multiple market sectors.

“Because ITSM services is a crowded space it is important for us to differentiate ourselves when it comes to new customers and being able to grow our footprint with existing customers,” says Satish Sukumar, Chief Automation Officer at Microland.

One important differentiator has been the company’s SmartInsights platform, a collection of some 600 pre-built dashboards and KPIs designed with Qlik Sense to give customers transparency and visibility into what is really happening in their ITSM landscapes.

Solution Overview

Customer Name

Microland

Industry

High Tech

Geography

Bengaluru, India

Function

IT

Business Value Driver

Reimagined Processes

Challenges

- Be more competitive in the crowded ITSM market
- Give customers transparency into their ITSM landscapes
- Deliver a platform that is powerful but easy to use

Solution

Microland incorporated Qlik Sense as the visualization layer for its SmartInsights platform of pre-built dashboards and KPIs.

Results

- Increases the company’s value proposition to make it more competitive
- Provides enterprises with in-depth views of ITSM that they never had before
- Reduces resolution times for ITSM problems

“Many of our customers would tell us that they had all the reporting tools they could think of but they still did not have visibility. They had no idea what was happening from an ITSM analytics point of view,” explains Sukumar. “They may have been running projects for six months but still had no useful KPIs and did not know what was happening with their ITSM. At Microland, we have been doing ITSM analytics for three decades and have executed hundreds of projects so we decided to package all the learning and knowledge into SmartInsights.”

Visualization of the data manipulation layer

An important requirement for SmartInsights was to feature interlinked dashboards that give a panoramic view of data; the ability to click on a specific data point and drill down by filtering the entire dashboard on that point. Many tools performed custom query-based reporting but Microland wanted more comprehensive visualization and realized that this could be delivered by Qlik’s associative engine which seamlessly brings all relevant data together for detailed analysis.

“Following comparisons, we found that other tools had one challenge or another and they did not have the same intuitive, easy user experience that we saw with Qlik Sense,” adds Vishal Sanghi, Director Automation and Product Owner of SmartInsights. “That is why we went with Qlik three and a half years ago.”

And that decision has been the right one for Microland, with now over 50 enterprises already using SmartInsights. In the last three months Microland performed a platform re-evaluation designed to support even wider use and Qlik Sense again came up ahead of all other products that were evaluated.

“We needed to re-evaluate our platform choices from a technical point of view as well as a cost point of view. We rigorously looked at Tableau, Sisense, Grafana, Kibana and a veritable bunch of other tools before we decided that, for what we want, the Qlik system is still the best,” explains Sukumar. “Qlik’s associative capabilities stand out from everyone else because, while they are based on the query model, Qlik works on an in-memory computation model which allows you to drill down by any dimension. That has been the core benefit with SmartInsights from day one.”

Because Microland’s end-user surveys show that most of the SmartInsight users were not power users, the platform also had to be as intuitive as possible and that is another reason why Qlik stood out.

Significant reduction in resolution times

Just one example of SmartInsights’ KPIs is incident management, which can be complex in multi-vendor environments with multiple dependencies. This dashboard allows the user to learn how many incidents they get, whether they are cloud or network problems, repetitive or seasonal; they can also see the average resolution times, the amount of downtime and many other useful parameters.

“Many of our customers would have incident resolution times of 60 minutes, which is an industry norm. Now they have reduced time-to-resolve from 60 minutes to below 30 minutes,” says Sukumar. “They now have their fingers on the pulse of things and Qlik’s associative technology enables that to be done very seamlessly and very fast.”

Looking to the future, Microland plans to roll out the SmartInsights platform to more customers. It is talking to the Qlik technical team about ‘what if’ scenarios, incorporating more dependencies and the introduction of machine learning. Investigations are also covering the use of Qlik’s data integration and application capabilities as part of Microland’s cloud management strategies.

The keys to success



50%

reduction in problem resolution times



600

pre-built dashboards and KPIs

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About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Qlik provides an end-to-end, real-time data integration and analytics cloud platform to close the gaps between data, insights and action. By transforming data into active intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

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