

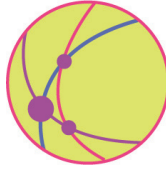
Incident.MOOG Use Cases



Discover how Incident.MOOG is solving the toughest IT Operations problems and providing tangible benefits across key industries.

For example:

- Every day, Incident.MOOG spots thousands of transient outages that legacy systems miss – including outages that impact service and degrade quality of service
- Incident.MOOG leverages machine learning to reduce your dependency on building and maintaining rules in dynamic IT infrastructures
- Incident.MOOG helps reduce mean time to repair (MTTR) by leveraging social collaboration – a unique feature in IT Operations tools today



Web Tech

PROBLEM: Manage hypergrowth without adds to staff

SOLUTION: Incident.MOOG reduced 300 diagnostic threads into 1 during a major outage

BENEFIT: Incident.MOOG enables 10X improvement in throughput of the IT operations support staff - when it matters most



Telecommunications Service

PROBLEM: Fine-tuned NOC filters out “non-critical” failures – thousands of transient outages – that were affecting quality of service and increasing customer churn

SOLUTION: Incident.MOOG clustered 36 alerts from several devices to reveal cause of transient outages affecting several thousand customers

BENEFIT: Incident.MOOG had a direct and measurable impact on reducing customer churn



Online Gaming

PROBLEM: Service outage of a customer-facing application

SOLUTION: Incident.MOOG correlated customer Tweets and IT telemetry to detect the problem that was “undetectable” by the legacy system

BENEFIT: Incident.MOOG preserved the revenue stream by identifying problems as they were occurring, minimizing the impact on customers



Financial Services

PROBLEM: Trades failed to settle – application SMEs couldn’t diagnose the problem

SOLUTION: Incident.MOOG clustered events from multiple silos to identify that the cause was the database, not the application

BENEFIT: Incident.MOOG identified the cause and impacted parties 45 minutes faster than the legacy system

Contact Moogsoft today to learn more.

For more information, visit www.moogsoft.com.

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