

Vancis Uses StackState AIOps To Get Real-Time Insight Across 30+ Customer Environments

Result: increased operational efficiency and improved service quality

About Vancis

Vancis is a Managed Service Provider in the Netherlands that provides high-quality IT services to enterprises, universities and educational- and healthcare institutions. Vancis delivers different services such as datacenter services, cloud services, managed services and application management. Vancis is one of the biggest VMware-based cloud providers in the BeNeLux region with more than 80 customers and 90 employees.



Customer

Vancis

Industry

Managed Service Provider

Location

EMEA, The Netherlands

BACKGROUND

Lack of visibility

Vancis has five IT teams that are responsible for managing and monitoring the network, infrastructure and application delivery for its 80+ customers. In the past, the teams lacked visibility into dependencies across the IT landscape, making collaboration a cumbersome task. As a result, teams needed to unnecessarily spend valuable resources and time to root-cause issues or to on-board new customer applications.

Vancis wants to empower their IT teams with an AIOps platform that helps them to become more autonomous, increase velocity and improve service quality.

CHALLENGES

Troubleshooting issues is hard

- Managing and monitoring customer environments which are partly on-premise and partly in the cloud
- Teams lack real-time insight into dependencies between hardware, infrastructure, applications and their end-customers
- Collaboration between teams is hard. There is no common understanding of the IT landscape
- On-boarding of new customer applications is a painful process and causes issues
- Too much time and resources are needed to troubleshoot issues

TECHNOLOGY STACK

Multi-cloud environment

StackState successfully integrated with Vancis' technology and tool stack consisting of:

- ELK stack
- Nagios
- VMware Cloud
- Azure Cloud
- Microsoft Hyper-V
- StackState Agent for Windows



“StackState provides us the insights we need to monitor our multi-cloud environment and deliver customer intimacy and operational excellence”

Ramon de Jong, Chief Product Owner, Vancis



SOLUTION

One unified view

- Automated discovery and monitoring of components across hardware, infrastructure, apps and services including their dependencies.
- One unified view of customers' cloud, on-premise and hybrid environments. No more blindspots.
- Auto-detection of issues across teams and tools. Even if they cross cloud and on-prem boundaries.
- Open and data-agnostic AIOps platform ready to integrate with future technologies.

BUSINESS IMPACT

Higher quality of service

- No more siloes across the organization enables easier collaboration between teams.
- Higher quality of service and satisfaction for customers.
- Reduced time to on-board new customer applications with automated discovery.
- Real-time troubleshooting of issues with less resources.
- Insights into current customer environments helps sales to make a better and more accurate offer to new prospects.
- More resources are available to increase velocity and delivering quality services.

“With StackState we have shared insights into the cause and impact of issues. We are now able to troubleshoot issues instantly with less resources.”

- Patrick Taphoorn, Product Owner at Vancis



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