

Modernize Major Incident Management

//HDI Central Florida

HOW MANY PEOPLE ON THIS CALL HAVE EVER PARTICIPATED IN A MAJOR INCIDENT?

DEFINITION: A major incident is an emergency-level outage or loss of service



High visibility within the organization



Root causes tend to be quite complex



54% of time lost in the first 60mins



37% of companies have a Managed Service Provider involved

VISIBILITY: How to achieve transparency quickly for colleagues and senior leadership



High visibility within the organization



Incident Ticket



Messaging



Email

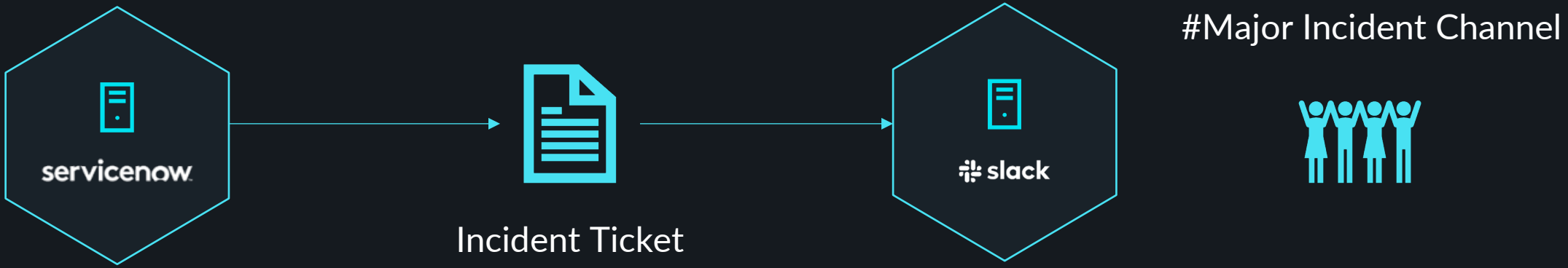


Chat

VISIBILITY: How to achieve transparency quickly for colleagues and senior leadership



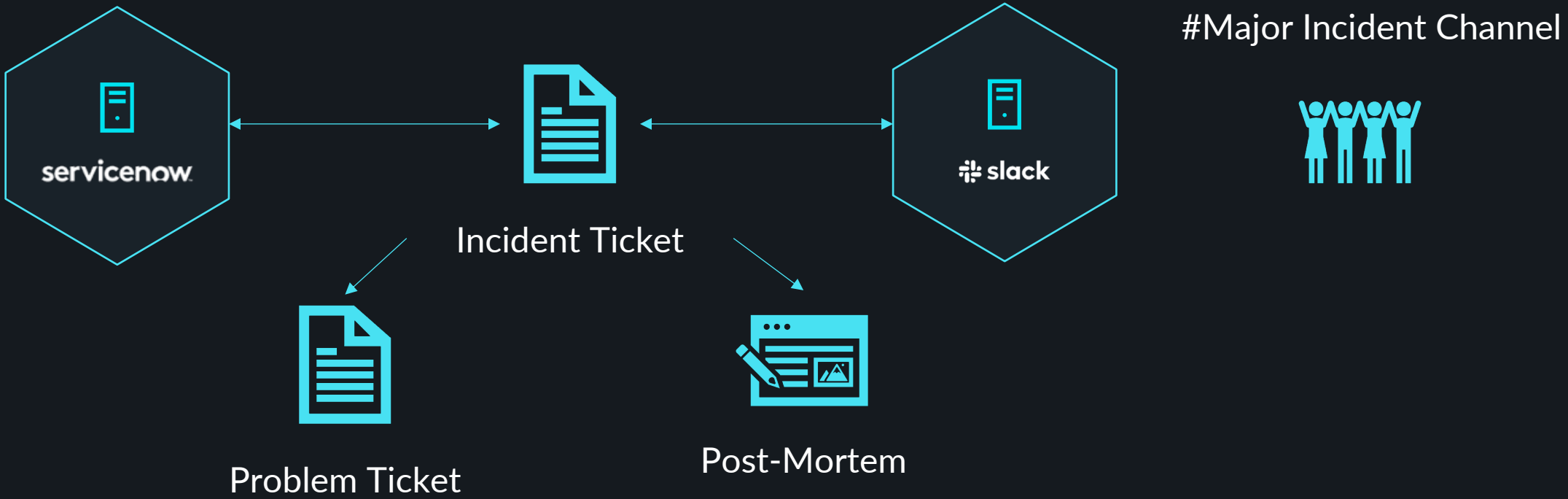
High visibility within the organization



COMPLEXITY: Make collaboration easy for your team and streamline their processes (post-mortem)



Root causes tend to be quite complex



TIME: How to get the right people working on the service disruption without losing time



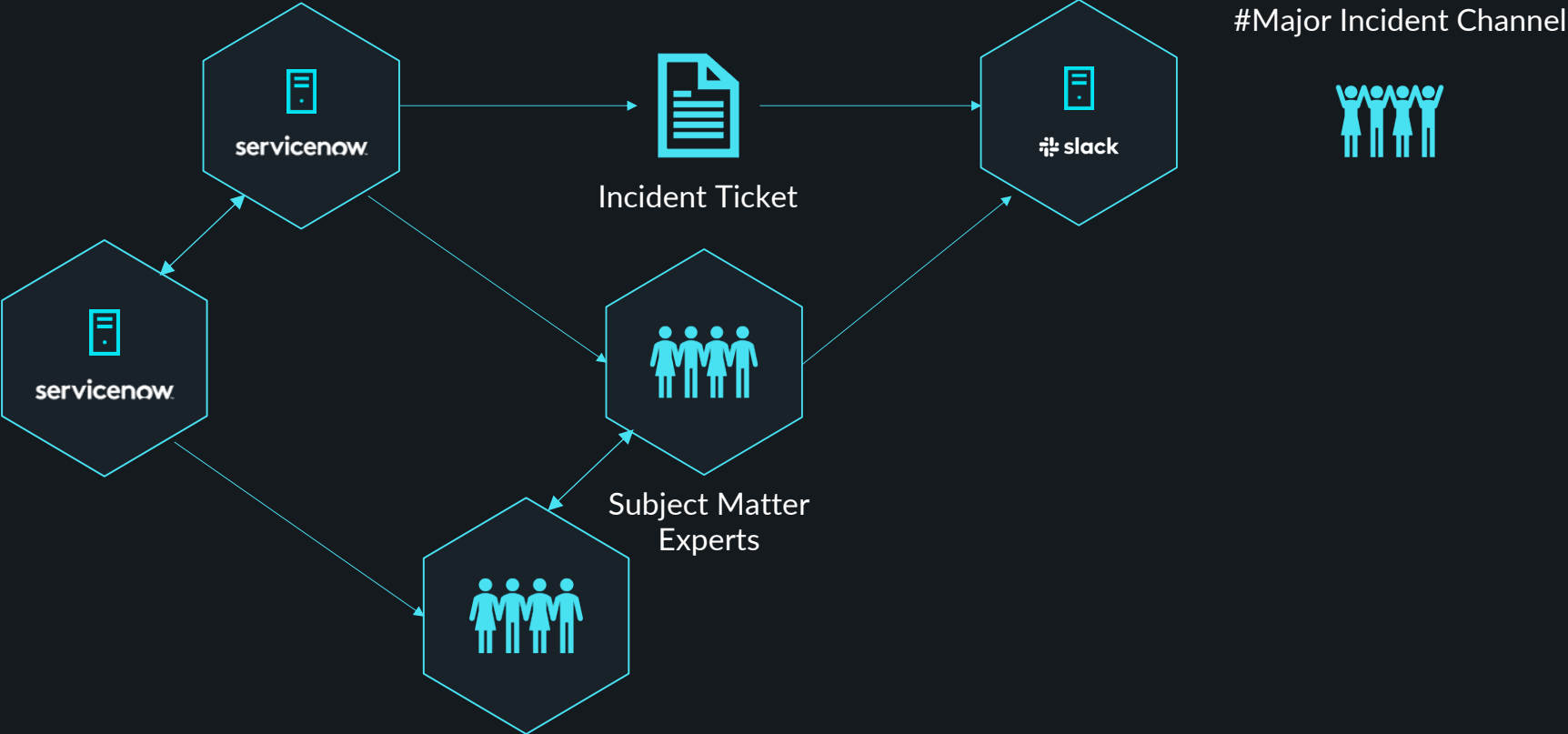
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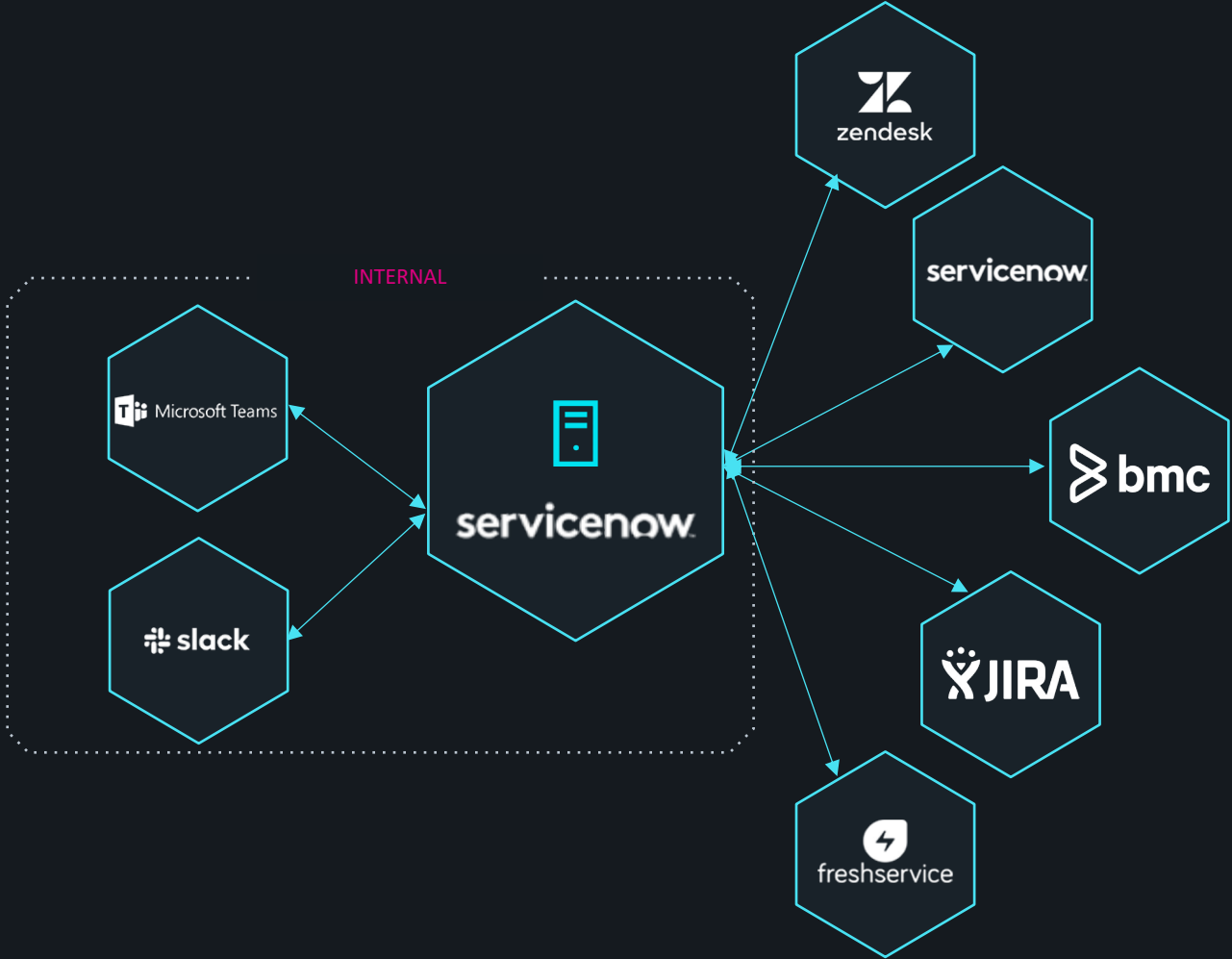
PARTNERS: How to include the right people from your partners without having to follow additional processes



37% of companies have a Managed Service Provider involved



SUCCESS: Modernize your Major Incident response by turning integrations into a partner that works for you



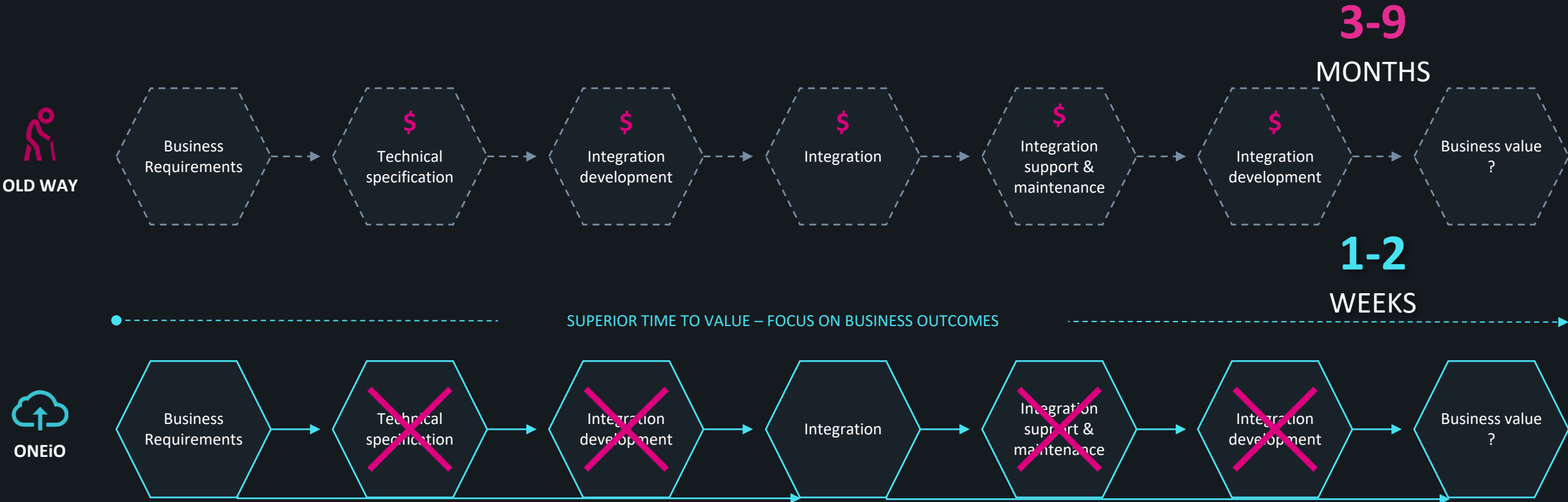
// Automation

- Increase transparency fast
- Involve right people at the right time
- Automate Incident documentation
- Involve external partners and their processes

// Success Stories

- MTTR decreased by 21% through automation of processes & tools
- Approx. cost savings: \$10-45k per Incident
- Positive effect on overall Incident response and Problem Management

IMPLEMENTATION: Turn a cost into a revenue generating offering



REFERENCES: Chosen industrial references



AHEAD



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EVRY

CGI

Q&A

THANK YOU: Your Contacts



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