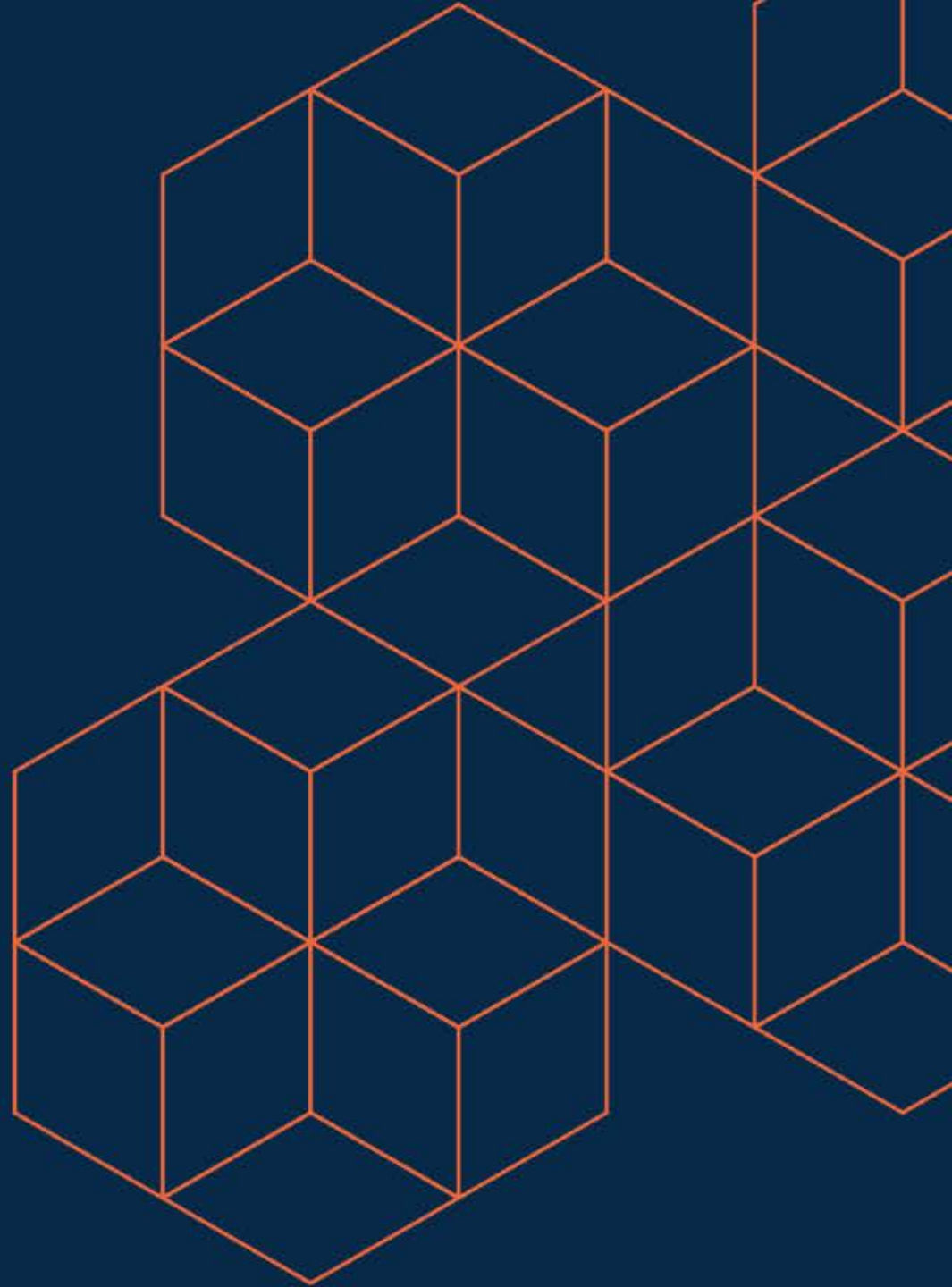




# Arkadin

Discover why Arkadin decided to switch from a competitor product to Squared Up and how they've been able to drastically improve engagement with SCOM and consolidate IT monitoring data via a single-pane-of-glass.





50%

**Reduction in MTTR**

(Mean Time to Resolution)

< 6 months

**To realise ROI**

(Return on Investment)

“We were using a competitor product but it just wasn’t giving us what we needed. Switching to Squared Up means we can give our users a single-pane-of-glass, which has massively increased engagement with SCOM and monitoring as a whole.”

Chris Pettitt, UC Systems Engineer, Arkadin.

# Arkadin

Arkadin is one of the largest and fastest growing global providers of cloud communication services in the world, spanning 33 countries and servicing over 50,000 customers.

**Head Office:** Paris, France

**Established:** 2001

**Employees:** 1,200

**Offices:** 56

**Customer Date:** March 2016

**License:** 3 x ESP 10



# IT Environment

<b>Servers:</b>	450
<b>Windows:</b>	425
<b>Linux:</b>	25
<b>Applications:</b>	10 +
<b>IT staff:</b>	25 +
<b>Key monitoring tools:</b>	Squared Up SCOM 2012 R2
<b>Technology stack includes:</b>	Custom management packs for business systems, e.g. Numonix and Clarity Connect.
<b>Squared Up advanced features:</b>	Visio Diagrams Data on Demand SQL Tile.

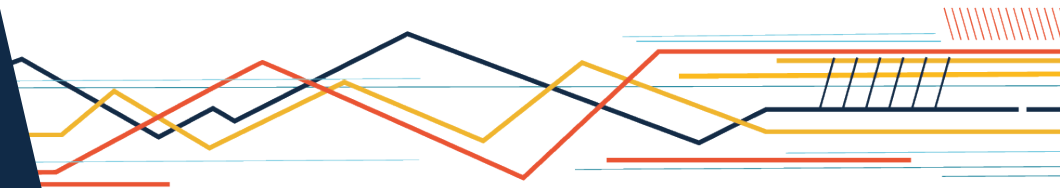


# The Challenge

Arkadin were using a **competitor product** which failed to engage users and provide IT monitoring data in a compelling, actionable form.

With their current tool unable to satisfy their IT monitoring needs, Arkadin sought a new solution which could;

- Deliver dashboards at a **managerial level**
- Get their users **engaged with SCOM**
- Combine multiple IT data sources and make them available via a **single-pane-of-glass**



# The Results

Following their implementation of Squared Up, Arkadin were able to;

- Provide users with a **single-pane-of-glass** which delivered multiple performance perspectives; from end-user availability right through to infrastructure health.
- **Increase engagement with SCOM** by displaying IT monitoring data in a relevant, digestible form.
- **Improve the perception of monitoring** by providing users, at every level of the organization, with dashboards that exceeded expectations.



“Squared Up is way more straightforward than most enterprise software, which has allowed us to get real results, fast. With all the flexibility it offers, it’s delivered far more than we originally expected.”

Patrick McKenney, UC Systems Engineer, Arkadin.



# Arkadin's top 3 wins

- 1 Getting everyone within their IT organization looking at the same data.
- 2 Delivering better dashboards to management.
- 3 Replacing an underperforming product with a far superior solution.

# Loved by leading enterprises worldwide

Since 2011 we've helped hundreds of enterprises around the world to transform their IT Operations.

Isn't it time you did the same...?

