Achievement of >50% reduction of false alert generation

Microland Client is an estate agency, residential and commercial property consultancy. The client along with its American affiliate is one of the world's largest global property consultancies.

The Client Need

The client has SolarWinds application hosted on Azure VM which monitors whole environment, all aspects of server, CPU, Memory, Network devices, Routers, Firewalls. SolarWinds Orion Network Performance Monitor is the service utilized to detect, diagnose, and resolve network performance problems and outages. Alert Definitions are configured to triggered to generate alerts based on the trigger conditions defined.

The client ask is to optimize the alerts i.e., to minimize and reduce false alerts generation, And to create Incidents in ServiceNow for each alert triggered in SolarWinds, So that the issue is reported respective team for resolution to have track of Alert count, SLA, and other metrics.

The Migration Journey

The objectives were: Minimize and reduce false alerts, Generate ServiceNow Incidents for the alerts. Microland designed and proposed execution plan to complete the integration in 2 Phases. In the first phase Microland analyzed and modified trigger conditions and achieved >50% reduction of false alert generation. For the second phase Microland achieved in

- Automatically create incidents in ServiceNow based on alerts that trigger in the Orion Platform
- Synchronize the acknowledgement of SolarWinds alerts and ServiceNow incidents.
- Automatically update, close, and re-open ServiceNow incidents.

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With this integration one can view basic incident details associated with the alert in SolarWinds. Also achieved in reducing Incident count by reopening existing incident when the same alert is retriggered, which further helps the team in giving small insight on the issue and resolution provided.

In addition, Microland ensured that Alert definitions are optimized well to ensure valid alerts to generate and stopped false alerts. Microland ensured all the test cases works well in all scenarios.

About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

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