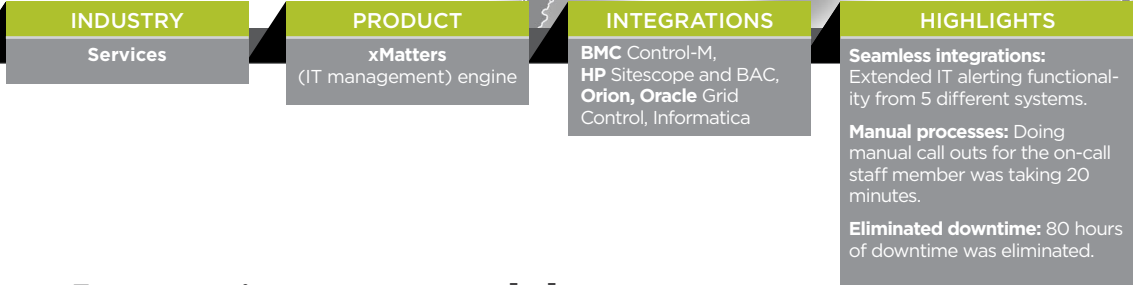




CASE STUDY
COVERAGE



Manpower – Integrations to extend the functionality of the systems they already use

Challenges

Manpower is one of the largest providers of temporary employment in the world and one of their most critical business processes is batch payroll jobs. They need to be sure that every one of their over 2 million people placed in jobs are getting paid. They had a problem though: downtime. They were experiencing 293.34 hours of downtime every year that meant that batch payroll jobs were stalled, paychecks weren't sent on time, and their reputation was on the line. The problem was that they had a manual process for alerting. Staff members would monitor their console for alerts, determine the urgency, and manually look up the on call for the alert. This process often took 20 minutes.

Solution

Manpower had 5 different technologies running in their environment that they had invested heavily in, so they knew they needed a platform that could integrate with multiple systems seamlessly to communicate with all of them and extend the notification functionality so that the alerts were targeted to the right people. They wanted to streamline their notification processes and keep the possibility for human error to a minimum. It's not easy,

“Imagine what you could do with a system that improved on the investments you've already made.”

but with our technology they were able to do just that. They integrated xMatters into BMC Control-M, HP Sitescope, Orion, Oracle Grid Control and Informatica so that every notification is filtered through xMatters. xMatters then takes these notifications and determines who to send them to based on the users self-declared schedules, preferences, and devices.

Benefits

Now that xMatters is extending the functionality of the systems Manpower was utilizing for monitoring, they've made huge strides. Where it once took 15 minutes to notify the right person of a critical incident, now it takes 3. But even better, they've managed to eliminate 80 hours of downtime per year by sending targeted notifications to the right person so they can start working on issues before they begin to impact the business. Imagine what you could do with a system that improved on the investments you've already made.