

**Partner:** Evolving Solutions  
<http://www.evolvingsol.com>

**Customer:** Global Professional Services  
Company needed to make IT and  
business users more productive

The Tech Data Cloud and Automation team provided an integration solution to help Evolving Solutions, a Midwest-based value added reseller differentiate its business and win a large opportunity with a global professional services company.

**Challenge:**

The end-customer was looking to automate their Network Operations Center processes and develop a Closed Loop Incident Process (CLIP) to minimize down time when IT service disruptions occur..

**Tech Data Cloud and Automation Enablement:**

Evolving Solutions working hand-in-hand with Tech Data consultants and the end customer to identify biggest problem areas that would yield the highest return of investment with process automation. The solution included automating ticket creation for high CPU events, high memory events, and high disk utilization events. Using TechData's VMware vRealize Orchestrator Plugin for ServiceNow supported with professional services, the customer was able to automatically create and close incident tickets via ServiceNow.

**Results:**

With the IT process integration completed, the customer was also able to create automated Runbooks to remediate the incidents for a fully CLIP. By automating 70% of the most common Network Operation incidences, this global professional services company was able to lower operational costs and save more than 1000 man-hours annually by making IT and their business users more productive.

The ability for the Evolving Solutions to drive measureable business outcomes leveraging Tech Data Integration Solutions to simplify, automate and integrate critical IT processes has lead to more opportunity with the customer. The customer now wants to use IT process automation to address other kinds of CLIP scenarios.