

MoogSoft AIOps solution to manage global retail store networks.

Retail | Enterprise Industry

! The Situation

A multi-billion dollar global sports equipment and athletic apparel brand was looking for AIOps solutions tools to manage their network of retail stores all over the world.

They wanted Moogsoft deployed to integrate with their internal ServiceNow ticketing, AppDynamics, Logic Monitor, Infoblox, EMC Vmax, Cisco Meraki, and AWS Cloud Watch software.

A unique aspect of this project was being part of enabling a “changing of the guard” as the company prepared for an outsourcing of IT operations. Working on a time table of about 60 days, the company needed to have the systems integrated, set up and the contractor’s team members fully trained on these systems. Windward stepped up to the plate to provide support and design expertise for a smooth transition.



The Outcomes, Values and Recommendations

The final solution:

1. The company's platform went live successfully on time.
2. All tools were integrated including ServiceNow ticketing, enrichment, AppDynamics, and LogicMonitor.
3. We assisted their team in training the internal teams to use MoogSoft.
4. MoogSoft SaaS cloud was deployed and the integrations, data stores and UI were completely scaled based on event ingestion rates.

The company reduced cost on operators and maintenance costs on redundant software. By integrating all monitoring software to MoogSoft, AIOps and ServiceNow to make the platform easy to manage.



The Approach

From the project's beginning, Windward worked with the various owners of the underlying tools to get alerts set up for their integration in Moogsoft, then integrate those alerts with ServiceNow.

The ServiceNow environment was previously customized and ServiceNow ticketing and CMDB enrichment needed to be aligned. Windward worked with their parameters and aligned MoogSoft to provide a seamless integration with ServiceNow.

The team at Windward completed customizations for AppDynamics and enrichment. Some challenges

to this task

included clearing

issues from AppDynamics

alerts. AppDynamics Alert structures

were different from MoogSoft. Windward

restructured any alerts coming from AppDynamics

to be discoverable by Moogsoft.

One area to adjust was the Logic Monitor platform.

The existing team at the company was unfamiliar

with the product and the designated support team

had recently left the company. Windward evaluated

and provided requisite changes to LogicMonitor to

ensure a seamless integration.

Additionally, Windward's team worked closely with

the contractor team to train, educate, document,

and run user acceptance testing (UAT). This part

of the transition period went smoothly due to the

Windward team's dedication and time management.

Windward spent a significant amount of time

designing the algorithms to consolidate and cluster

all of these alerts and workflows in order to reduce

the number of incidents and events.

All integrations, enrichments, alerts situations and

HA were tested and validated. These test cases and

their results were repeated to ensure validation was

operational from the end-user perspective.

All these teams are currently using Moogsoft as Network Monitoring Center:

- Command Center
- Moogsoft Project team
- Leads
- SNOW Admin's
- Team Members
- Infrastructure engineers
- Moogsoft SME's.
- Moogsoft SaaS Cloud Team

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