

INDUSTRY: Energy

DISYS SERVICE: Monitoring & Support Automation

COMPANY: One of the world's largest publicly-traded oil and gas companies, committed to being the world's premiere petroleum and petrochemical company



BUSINESS CHALLENGE

- During the handling of bulk failed transactions, the client lacked proper visibility into transactions that could cause SLA breaches
- The client needed to avoid the business and financial impact failed transactions could impose on the business
- Relevant analysts lacked a mechanism to alert key stakeholders of impending failed transactions and needed to be notified on an immediate basis



THE DISYS SOLUTION

- Automate the notification process so analysts could take immediate action and predict the possibility of further fails
- Create a service block to capture unidentified failed transactions while alerting analysts
- Include quick link reference data within the notifications so actionable data is immediately in hand for analysts to act upon via webMethods



RESULTS & BENEFITS

- The client now avoids unforeseen business and financial impact due to the previous lack of notification
- Manual verification and scans of each SLA breach and failed transaction is significantly reduced
- Offshore analysts and OSC are alerted of any unhandled failed transactions in a timely manner
- Through smart notifications, quick action is taken through the "Link to Transaction" notifications