

“Vistara combines broad technology monitoring with application service awareness and deep analytics. With Vistara, GreenPages is able to centralize all of our operational activities and provide exactly the level of service our clients need when they need it.”

Geoff Smith

Director, Managed Services Business Development



Vistara Success Story

“Technology Services Provider Gains the Highest Efficiencies with Vistara Lifecycle Management”

Introduction

GreenPages provides design, integration and management expertise that spans traditional and cloud-based environments. The company's transformation, enterprise cloud, and managed IT services enable clients to achieve agility and innovation.

Challenges

“Our strength at GreenPages has always been about working collaboratively with our customers' internal IT teams, business stakeholders, and external vendors,” states **Geoff Smith**, Director, Managed Services Business Development at GreenPages.

“We use a federated support model that allows us to work across our customers' internal and external teams.”

In order to provide effective IT as a Service solutions, GreenPages required a next-generation IT operations platform that would allow them to deliver world-class operational and management services to clients, regardless of what technology platforms and management tools they were using. “We were looking for a singular platform for all monitoring and management activities in order to centrally track, record and audit actions. The platform had to be cloud-based so that it could enable our federated support model,” adds Smith.

GreenPages was using another well-known vendor for its managed services delivery. “We had heavily customized this tool for monitoring, management, patching and other services to our clients,” says Smith. Although the tool had good monitoring capabilities, it was unable to support the next generation of enterprise technologies. “We required customization to support a basic set of operational activities such as patching, remote access and governance reporting with our existing tool.”



Company: GreenPages
Technology Solutions

Founding Year: 1992

Revenues: \$130 million

Total Employees: 200

Services: Offers managed IT services, including transformation services, cloud services, modern IT, and traditional IT solutions.

Challenge: Deliver world-class IT operational and management services at scale to clients.

Solution: Vistara Lifecycle Management

Benefits: GreenPages NOC and operations teams are able to use a single management platform for all activities. GreenPages has increased efficiencies and reduced complexities and costs associated with multiple toolsets.

Smith realized that GreenPages needed a platform that would drive the next level of service delivery. “We were increasingly serving mid-sized and enterprise clients and those clients require a more sophisticated approach,” he continues. GreenPages wanted an IT operations solution that would unleash federated support models and could be shared directly with customer IT teams for true transparency and governance.

The Solution

As a mature managed services provider, GreenPages had a strong understanding of management platforms in the market and had used several solutions over the years. As part of the evaluation process, the managed services division shortlisted leading platforms and conducted a thorough analysis that included technical vetting, interviews with the platform providers, demonstrations and in-house testing.

After extensive research, GreenPages selected Vistara for its managed services platform. Vistara delivered several advantages that were key to GreenPages’ market strategy. With Vistara’s multi-tenant and cloud-based architecture, GreenPages was able to rapidly deploy and on-board clients in as little as a month.

According to Smith, “Vistara combines broad technology monitoring with application service awareness and deep analytics. With Vistara, GreenPages is able to centralize all of our operational activities and provide exactly the level of service our clients need when they need it.” Vistara’s integrations for common architectures and technologies are available out of the box saving GreenPages hours of custom development work.

Vistara allows GreenPages to be truly federated by enabling its NOC, operations, engineering, and service delivery teams, clients, and even third party vendors to view a single source of truth. “This allows us to provide exactly the level of service our clients need when they need it,” states Smith.

Vistara’s infrastructure monitoring, patching, troubleshooting, and governance reporting have been critical to managed services delivery at GreenPages. Different teams at GreenPages use Vistara to stay on top of dynamic hybrid IT environments:

- The service delivery team heavily leverages the reporting and governance capabilities within Vistara.
- The NOC services team utilizes Vistara for alerting, event handling and the execution of standard operating procedures.
- The operations and engineering teams leverage Vistara for troubleshooting complex events and problems and remote access to client environments for issue remediation and change management.

“

Vistara allows us to do **more with less**. It enables us to support more clients and more devices, be more responsive, and root out inefficiencies without investing in multiple tools across operations.”

Jay Keating,
SVP Managed Services

- Outside of managed services, the Vistara platform is used by architects and implementation engineers to assist with discovery and design services.

"From an operations perspective, Vistara's consolidated and correlated approach enables our NOC and operations teams to use a single management platform for all activities. We've been able to greatly increase efficiencies and reduce complexities and costs associated with utilizing multiple toolsets," says Smith.

The Benefits

Vistara has helped GreenPages grow its enterprise customer base by centralizing critical functions like monitoring, event handling, operational services, change management, and reporting within a single platform. GreenPages achieves higher productivity and reduces overhead costs per device by spending less on tools integration, report generation, and platform management than in the past.

"Our managed services team has achieved the **highest efficiencies** that we have seen to date. We support more clients in a more complete way with Vistara" explains Smith. With Vistara, GreenPages has been able to establish and deliver services via a standards-based approach across all of its clients. Smith adds, "Vistara enables us to focus on an **outcomes-based approach**, which increases client satisfaction and retention."



Vistara enables us to focus on an **outcomes-based approach**, which increases client satisfaction and retention."

Geoff Smith,
Director,
Managed Services
Business Development

About Vistara

Vistara is a proven SaaS platform for IT operations lifecycle management. Vistara provides enterprise IT and service providers the unified command center that they need to manage on-premise infrastructure and dynamic cloud resources and deliver service centric insights to their business.