

### Introduction

An industry leading global provider of retail technology and SaaS solutions helps manufacturers and retailers run their businesses more efficiently. The company grew through acquisitions, ranging from modern cloud solutions to 25-year-old applications. While these acquisitions allowed them to provide a comprehensive range of software solutions to their customers, it led to a tangled technology stack on the back end. The sheer volume of tools made it challenging for them to monitor the health and performance of their infrastructure and applications.

In need of a true observability solution, they decided to centralize on New Relic and turned to Kinect to implement a new, holistic approach to infrastructure monitoring and incident response.

### Challenge: Consolidating Complicated Legacy Systems on a Tight Timeline

The company's outdated systems and a complicated technology stack, which included 12 observability related tools, created team and data silos, and put some of the company's most important customer relationships at-risk. They needed faster response and resolution times to work more proactively and increase customer satisfaction. There was no time for experimentation or a slow rollout — they needed fast and impactful improvements to observability and performance.

### Solution: Increasing Efficiencies and Customer Satisfaction Through a Single Platform

Kinect worked with them to establish a tool consolidation and decommissioning schedule based on license renewal dates. Kinect then used the schedule to prioritize and implement a "bottoms-up" approach to onboarding infrastructure-level components across critical technology families such as networking, servers, and storage into New Relic one category at a time. As entire technology classes were rapidly onboarded, Kinect's SRE's were embedded alongside the company's technology teams to accelerate the learning curve, cultural adoption, and platform implementation success.

Kinect then facilitated end-to-end requirement and process analysis in order to develop a scalable approach to reduce detection, response, and recovery times of incident management teams. Kinect also partnered with key stakeholders to design and deliver best-in-class dashboards that inform technical teams and business executives.

On several occasions, dedicated cross-functional teams were spun up and led both by Kinect and the company's Global SRE's. Business-impacting issues were continuously identified, diagnosed, and remediated in real-time for weeklong periods to deliver significant improvements to product reliability, availability, and digital customer experience.

### Outcome: Dramatic Improvements to Employee Productivity and Customer Satisfaction

The result was consolidation of tools by 75%, saving approximately \$800,000 across infrastructure costs, headcount efficiency, and time to value for newly trained engineers. They significantly improved response time on global issues by reducing operational noise and overall incident counts. This improved customer satisfaction, saving an at-risk customer responsible for seven figures in annual revenue. Viewing all important data in one place has eliminated frustrating and time-consuming switching between systems. It has also saved 2,500 to 5,000 FTE hours per year in employee training and onboarding.

Kinect maintains a strong relationship with this company and continues to support them to this day.

- 75% Reduction in Number of Observability Tools
- 2,500 to 5,000 Real FTE Hours Saved Per Year on training and onboarding
- Prevented the Loss of an At-Risk Customer Representing >\$1M in annual revenue.