

Operational Efficiency Increases by 40% for Multinational Hotel Chain

Client Information

One of the largest hotel chains in the world, the customer is a British multinational company that operates a broad portfolio of hotels brands in nearly 100 countries.

Business Challenges

To manage its F5 ADC infrastructure, the company had to invest in more network management team resources and train them

- The company wanted to consolidate management of all its F5 devices onto a single platform and offer better self-servicing capabilities to end users
- The network team had to respond to tickets submitted for trivial operations, such as server rotation, which diverted their efforts from more critical network operations
- End users lacked visibility into their applications and were not informed of the availability or status of their configuration change requests

Solutions Delivered

AppViewX's Application Delivery Automation solution provided role-based management, automation, and orchestration of F5 BIG-IP services that serve applications across data centers. It simplifies version upgrades and enables self-service capabilities to lines of business.

- Using the AppViewX Platform, the company was able to reduce resource costs for managing the load balancer infrastructure and gain better management and monitoring capabilities
- Application users, operations engineers, and network engineers have better visibility into the application services. Users across different silos can make trivial changes that initially took days to resolve

Industry

Hotel Conglomerate

Challenges

- Lack of application visibility
- Piled-up change requests

Benefits

- Quicker implementation cycle
- Increased operational efficiency

Business Benefits

- The company was able to reduce the number of resources required to manage the load balancers by 40 percent
- Better visibility offered by self-servicing increased operational efficiency, reducing the time it takes to fulfill change management requests from an average of 15 days to 5 days

About AppViewX

AppViewX is revolutionizing the way NetOps and SecOps teams deliver services to Enterprise IT. The AppViewX Platform is a modular, low-code software application that enables the automation and orchestration of network infrastructure using an intuitive, context-aware, visual workflow. It quickly and easily translates business requirements into automation workflows that improve agility, enforce compliance, eliminate errors, and reduce cost. AppViewX is headquartered in Seattle with offices in the U.S., U.K., and India. To know more, visit www.appviewx.com.

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