

From FIM Frustration to Configuration Risk Intelligence Elation: A Travel Company's Tale



Replacing one of the World's Leading Membership and Leisure Travel companies Existing Teams with Evolven

Leading Membership and Leisure Travel company came to Evolven looking for a solution. Their IT team needed a file integrity monitoring solution that was easier to manage, with less manual work and fewer limitations.

What they found in Evolven was a more efficient and reliable solution reducing administration overhead and introducing a host of new capabilities such as automated change reconciliation, change risk analysis, configuration analytics, and more.

The Leading Membership and Leisure Travel company quickly made the replacement to start using Evolven to detect actual granular changes across their entire end-to-end environment, without any effort-intensive fine-tuning needed.

"Before Evolven, monitoring the agent was a pain. Now, we can monitor if an agent is down or not with one simplified report, " - World's Leading Membership and Leisure Travel Company.

With the powerful out-of-the-box granularity of Evolven's FIM capabilities, The Leading Membership and Leisure Travel company's IT team can now go deeper into what changed. This includes viewing the content of each file or evaluating changes to the hash.

Automating Change Management

Evolgen has also become an essential part of the World's Leading Membership and Leisure Travel company's Change Management process.

= The IT Team utilizes Evolgen's reporting capabilities to automatically pull and review detailed change reports daily.

"Since implementing Evolgen, it's functioned as it's supposed to, and our team has been able to simplify our day to day administration," - World's Leading Membership and Leisure Travel Company.

Evolgen automates the change management process by automatically correlating ACTUAL changes to the data in ITSM platforms, CI/CD pipeline, and deployment automation tools, like ServiceNow, Jenkins, Ansible, and others, assessing the operational risk of actual changes as they go through the pre-production and production deployments.

More Capabilities

In addition to improved FIM capabilities, Evolgen offers many more capabilities and use cases, not supported by their previous team, but essential for the customer.

The next step for the World's Leading Membership and Leisure Travel company is to implement those capabilities and additional benefits that they did not have with their previous team.

This includes:

- Automated change reconciliation highlighting unauthorized changes
- Automated change risk analysis and noise reduction
- Configuration analytics, including consistency analysis
- Root cause analysis
- And many others

About Evolgen:

Although we all recognize that changes are the root cause of most security, compliance and stability issues, IT still struggles to identify what has actually changed.

Evolgen allows enterprises to track all actual changes that have occurred in their environment, using machine learning to identify and prioritize the riskiest ones. With Evolgen, IT Operations, DevOps, and ITSM teams experience fewer incidents, faster MTTR, and improved productivity.

Evolgen is a recognized AIOps (Artificial Intelligence for IT Operations) leader and was named IDC Innovator of the year in 2017 and Gartner as a Cool Vendor in IT Operations. Evolgen has also been included in Red Herring Top 100 North America, TiE 50 Top Startups, 20 Most Promising Data Center Solution Providers, Top 10 Banking Analytics Solution Provider, and was a recipient of ITOA50 awards.

If you'd like to learn more and dive deeper into this story with Evolgen and this customer, contact the Evolgen team at info@evolven.com