

“ Partnering with Trianz has proved to be a one-of-its-kind experience. Especially because of it not compromising on its mandate of following industry best practices. ”

**Director - Technology**

A leading school district in US .



#### MY PROBLEM

We were using an unautomated helpdesk system and didn't have an authorized process to track IT assets spread across our over 100 sites. Frequent changes to infrastructure were causing unanticipated outages, and the lack of a well-defined process to resolve such incidents were resulting in frequent SLA breaches.

#### SIMPLY SOLVED

Trianz successfully installed and configured the IBM TADDM solution to discover a complex infrastructure with multiple firewalls, air gaps and hardened security. It then mapped applications, organized and consolidated information to enable effective service management.