> **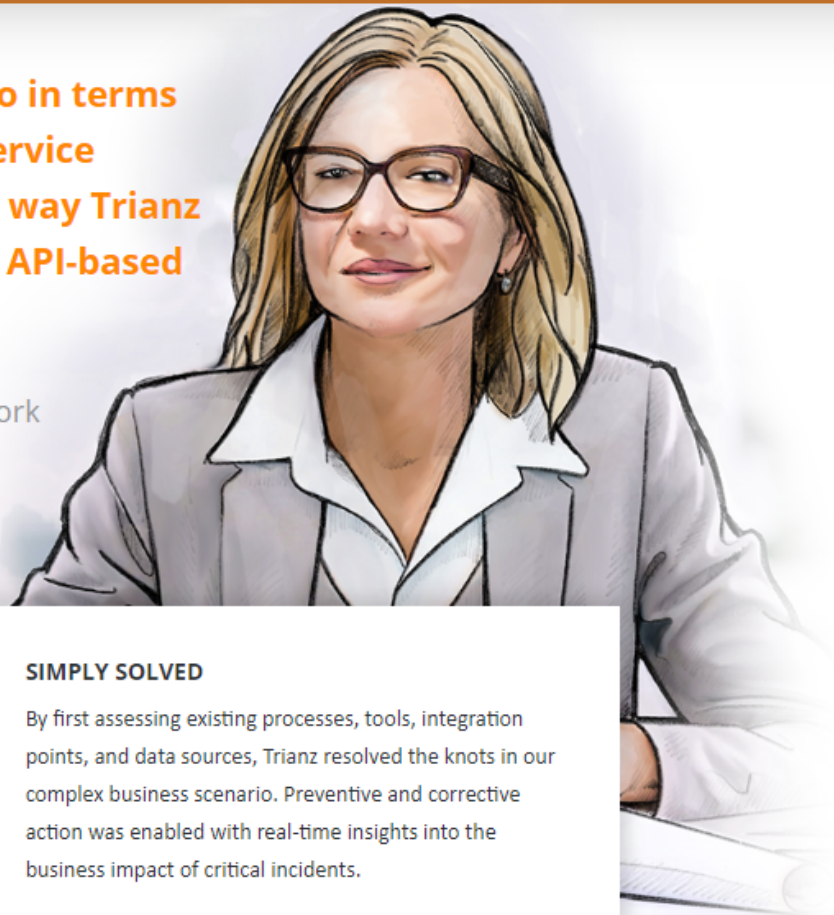Trianz knew exactly what to do in terms of streamlining our incident and service request management process. The way Trianz provided for better, more efficient API-based interaction was exceptional.**

**VP of Operations**

A Large Payment Processing Network Operator

**MY PROBLEM**

We had an acute lack of visibility into our IT infrastructure and business applications. This limited our ability to assess the business impact of critical incidents.

**SIMPLY SOLVED**

By first assessing existing processes, tools, integration points, and data sources, Trianz resolved the knots in our complex business scenario. Preventive and corrective action was enabled with real-time insights into the business impact of critical incidents.