

# RagingWire Enhances Client Service, Cuts Incident Management Costs 30%

## HEAT® CLOUD SERVICE MANAGEMENT A 'MEMBER' OF THIS WORLD-CLASS SERVICE TEAM

Strong customer service is essential for any business. But when customers call RagingWire for support, millions of dollars or critical Internet services could be on the line.



### COMPANY

**Name:** RagingWire Data Centers

**Industry:** Information Technology

### SOLUTION

HEAT® Cloud Service Management

### BENEFITS

- HEAT Cloud integrates easily with other key systems. With one interface, RagingWire clients save time locating the information they need.
- With multi-system integration, a support ticket number is created in seconds
- Mobile access to HEAT Cloud reduces the time to resolve “remote hands and eyes” support requests by 25%.
- With a hosted solution, the company cuts incident management costs by approximately 30%.
- Features such as the Knowledge Base and automatic escalation contribute to rapid, world-class service delivery.
- RagingWire enhances the customer experience with rapid feedback and resolution of critical issues and by giving clients a “single pane of glass” to view their information quickly.
- Each client's sensitive information remains protected, with access tightly limited to authorized RagingWire engineers and client

### Summary

With industry leading data centers in Northern California and Ashburn, Virginia, RagingWire delivers world-class colocation services known as “colo.” Large enterprises, cloud computing services, social media companies, and SaaS (software-as-a-service) providers all rely on RagingWire to provide the power, cooling, floor space, and infrastructure monitoring for their servers, storage and network devices. Colocation enables RagingWire clients to run their IT systems at a lower cost and higher reliability than they could by building and operating their own data centers.

Customers count on RagingWire for its track record of 100 percent availability and worldclass service. In fact, the company stands out in the industry by delivering a 100% SLA (service-level agreement) that covers 7x24 operations even during maintenance windows. Other colo providers typically exclude standard maintenance periods from their SLA and can issue emergency maintenance requests that fall outside the SLA commitment.

Because customer service is mission-critical, RagingWire's services are highly customized to each client. For example, for some clients, RagingWire support engineers serve as “remote hands and eyes” to enter client cages and service equipment. Support reps need rapid insight into each client's configuration, authorizations and specs on the IT environment.

“Our delivery and support systems must be integrated and accurate end-to-end,” said Frank Marisco, senior director of software development. “When a client calls our NOC (Network Operations

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“HEAT Cloud Service Management is part of our integrated solution that empowers our team with the tools and knowledge to deliver world-class service.”

Frank Marisco, Senior Director of Software Development

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Center) for service, our support staff must rapidly authenticate the caller, their authority and then subsequently locate the specific hardware on the data center floor.”

RagingWire's previous service management solution was not keeping pace with the company's needs. RagingWire needed a more robust ITIL-compliant service management solution that would support tighter integration and better automation.

## Lower Maintenance and Support Costs

RagingWire integrated FrontRange HEAT Cloud Service Management as the hub for delivering and tracking its client service. HEAT Cloud offers the complete capabilities RagingWire needed and the ability to merge seamlessly with the company's existing applications. Additionally, a hosted solution offloads software and hardware maintenance from RagingWire and lowers overall support costs.

"HEAT Cloud has core functionality out of the box that allows us to integrate with our key business applications," Marisco said. "In addition to APIs (application programming interfaces) that enable integration, HEAT Cloud provides a GUI (graphical user interface) workflow engine and a powerful administrative tool all at attractive purchase and maintenance pricing."

## Multiple Systems – One Simple Interface

With assistance from FrontRange Professional Services, RagingWire integrated HEAT Cloud with its internal OSS (Operational Support System), which is vital to RagingWire and its clients. RagingWire's OSS is comprised of different tools from various vendors that span many industries such as finance and power monitoring. The OSS also includes an internally built custom application called Matrix, which includes a client facing portal.

With these systems connected, RagingWire and its clients can enter data once and it propagates through other systems, where applicable. For instance, clients can create and submit support tickets in the RagingWire portal that automatically and transparently flow into HEAT Cloud, and vice versa for information entered in HEAT Cloud. That ensures RagingWire support engineers and clients always access the same, up-to-date information.

"Our clients have one look and feel and one central access point for interacting with RagingWire. Authorizations, contacts, support tickets, monitoring and reporting are driven from multiple applications, but for clients, it's a single interface," Marisco said.

From the portal, clients can run real-time or historical queries on support issues. The portal application integrates into HEAT Cloud through APIs, and brings the answer back to the portal. Previously,

RagingWire experienced a five-minute batch delay for its service management solution to generate the actual ticket number through email-based API methods, requiring the team to create a secondary ticket number to give customers immediately.

With HEAT Cloud, real-time APIs provide a significantly better service model by enabling ticket generation in real-time.

## New Client Setup – in Seconds

Through the use of APIs, new account and contact information is automatically created in HEAT Cloud from other systems. From there, the company easily builds out further details on that specific client's infrastructure and modifies service levels.

As calls come in, engineers turn to the HEAT Cloud knowledge base for answers – customized for each client – to enable rapid and effective troubleshooting. The knowledge base begins bringing up answers as soon as engineers start typing, expediting resolutions.

Also speeding troubleshooting, escalation rules ensure issues reach the right team members within set time limits. "The escalation engine based on priorities is a huge improvement, and I feel has helped the NOC give clients better customer service.

It helps to ensure that we action cases in a more timely manner," said Ross Buchholz, NOC manager at RagingWire. More recently, RagingWire deployed HEAT Cloud Service Management for mobile devices. Now, engineers can access the application on handheld devices right on the data center floor, allowing them to move from one client need to another without having to call or return to the NOC between assignments.

## Shaving Time and Support Costs

HEAT Cloud supports RagingWire in delivering exceptional service to its clients:

"Our clients depend on us for responsiveness when it matters most. HEAT Cloud Service Management is part of our integrated solution that empowers our team with the tools and knowledge to deliver world-class service," Marisco said.

## HEAT Software USA Inc.

490 N. McCarthy Blvd. Milpitas, CA 95035 USA  
P. +1 800.776.7889 or +1 408.601.2800