



## Success Story: Multinational Telecommunications Company

### Background

- Research & Development division of a large American Multi-national Telecommunications Company.
- Primary responsibility for the division includes testing and addressing of technical challenges with new services before rollout to customers.

### Challenges/Needs

- R & D team lack visibility on dynamic Application Dependencies updates all through the development cycle.
- They also need insights into end-to-end packets and transactions to verify and validate their code changes.
- The Development team were chasing in-house IT staff for the above information, but there was no tool in the market that could achieve both the objectives. They tried some packet capture solutions, but they were not on-demand or flexible enough to be useful.

### Uila Solution

- Uila combines detailed Application Dependency Mapping (ADM) with on-demand and flexible packet capture capabilities. The IT team created Application Dependency Maps for the relevant applications they were working on, and were able to monitor the ADM changes over a period of time.
- With Uila's ADM, the teams had full visibility into the application and infrastructure assets and their dependencies. Not only do they get detailed transaction, they were on top of all updates to those dependencies, with Uila's Change Control monitoring capability.
- With Uila, the IT and Development teams were able to do a full packet capture for all the applications.

### Uila Benefits

- With Uila, the R & D team was able to shorten the development cycle and reduce MTTR for issues by over 40%.