AlertMagic

for Global Service Providers

THE STORY

A new Cisco Meraki deployment was causing a headache. BizzCon needed to provide a service wrap around network management, including service level agreements for incident management. With an established Autotask practice, BizzCon turned to AlertMagic to provide critical integration and ticket de-duplication.

After a brief POC, AlertMagic was implemented within a week – and even with the standard rules logic, was eliminating over 70% of tickets.

BizzCon's customer is delighted. And with automation now built into their stack, the future looks bright as the company looks to scale.

> A really big productivity benefit, with around **70%** of tickets de-duplicated before they hit Autotask.
>
> **Dirkjan van de Bunt, Consultant BizzCon**

AT A GLANCE?

Challenge

- New Cisco Meraki deployment
- Needed to integrate into Autotask, creating and de-duplicating tickets

Solution

- AlertMagic integrating Cisco Meraki and Autotask PSA

Result

- Meraki alerts integrated into Autotask PSA
- Webhook payload assessed for duplicates
- 70% fewer tickets created

BizzCon
experts in zekerheid

ABOUT BIZZCON

- Managed Service Provider
- Utrecht, NL
- Sectors: Hospitality & Retail
- 20 employees
- https://bizzcon.nl/

NEXT STEPS?

Trial It Free:
contact@panoramicdata.com

Request a Demo:
calendly.com/david-bond

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