



## Jet Set Go!

# Exoprise Delivers Resilient Digital Experience and Microsoft 365 Visibility to Business Travel Giant

Founded in 2005 and headquartered in the Netherlands, BCD Travel is a provider of global corporate travel management with offices in more than 100 countries. The company simplifies the complexity of business travel and drives savings for travel and procurement partners. The company's IT department has hundreds of employees worldwide with expertise in managing and supporting infrastructure across North America, Europe, and Asia.

### Business Challenges

- Increase visibility in the monitoring of cloud-based Microsoft 365 solutions
- Reduce MTTR related to performance and availability of Skype and Teams
- Manage and run IT operations more efficiently with limited staff due to Covid
- Provide robust digital end-user experience for remote workforce

### Exoprise CloudReady Solution

- Single platform for end-to-end visibility and monitoring of Microsoft 365, AWS, and Azure
- Integration with Broadcom UIM enterprise monitoring solution for automated notifications
- Compelling and powerful user interface to track Microsoft Teams performance across all regions

### Results

- 100% cloud environment (AWS) and Microsoft 365 visibility coverage during migration
- Significant increase in employee engagement and productivity
- Reduced costs and faster MTTR through tool chaining

## Technical Challenges Addressed



### End-User Experience

As a result of the pandemic, BCD Travel had to pivot its IT support model to handle a growing virtual workforce. As more employees opted to work from home, Exoprise became more suitable and the primary choice for monitoring on-demand performance from the end-user perspective. When application slowdowns or network connection problems occur, the sensors deployed can remotely capture insights and compare them with company-wide crowd data for immediate diagnosis.



### Multiple Tools

As a large organization with a global presence, BCD Travel uses numerous IT tools and technologies such as Broadcom UIM, Avanti, Live Action, etc. to help manage its corporate travel business. The company gained additional value and efficiency through tool chaining. This meant integrating CloudReady with the enterprise monitoring solution. Incidents coming through CloudReady were precise and quickly resolved. This reduced costs, lowered MTTR, and increased customer satisfaction.



### Monitoring Microsoft 365

The messaging team in the Network Operations Center (NOC) owns direct responsibility for the overall health and performance of Microsoft 365. Getting Exoprise CloudReady onboard augmented existing monitoring tools. The NOC engineering team was able to gradually add more sensors to CloudReady, which increased Microsoft 365 coverage and provided a full picture of the existing infrastructure.

## Why Exoprise?

BCD Travel needed to adapt and scale its IT infrastructure operations to meet the current and future demands of a growing virtual workforce. They wanted additional capabilities to monitor Microsoft 365, Azure, Active Directory, AWS, Teams, and other critical SaaS services. BCD Travel's NOC team evaluated Exoprise and some other vendors. In the end, Exoprise was the clear winner.

- **Enhancing Monitoring Capabilities**

Exoprise delivered maximum benefits in the shortest time possible while scaling to support future growth opportunities. The NOC team onboarded Exoprise, a niche tool for Microsoft, to increase their cloud monitoring coverage as existing monitoring tools in the market had a gap for Microsoft product line.

“Due to Covid, our IT model has shifted from primarily supporting call center operations, to supporting a significantly larger virtual environment. Synthetic sensors in our central data centers collect performance data on Microsoft 365 but, we wanted an even more complete picture. Together with a real user monitoring on-demand solution from Exoprise, we can better understand the issues of our users at any geographic location.”

*Kevin Santos, Senior Director of IT, NOC,  
BCD Travel*

Exoprise synthetic sensors for collaborative tools such as Teams and Skype provided instant visibility. CloudReady bridged the ability to monitor cloud-based solutions upon migration to Microsoft 365 and Teams and helped manage the end-user digital experience.

- **Single Pane of Glass**

NOC engineers at BCD Travel valued Exoprise as a daily tool for internal control of their operations. The entire operations teams wanted to examine everything about the IT environment on a single console and view data in different ways. Exoprise provided this functionality by capturing, exporting, and integrating alarms with our other tools. Not only did this increase end-user productivity but also provided optimal usage of the tool. The sensor data from Microsoft Teams was effective and gave a single pane of glass view into all known live issues including outages of Microsoft 365.

- **Service Quality Enabler**

Before the deployment of Exoprise, BCD Travel's internal IT Team experienced several service degradation issues associated with Microsoft Teams. Their immediate priority was to identify which user segment was affected and quickly fix the issue. After installing Exoprise in their environment, engineers began to capture all service interruptions including those they initially did not consider significant and immediately recognized the benefits of Exoprise. The product captured several interruptions experienced by the engineers with Microsoft cloud technology.

- **Out-of-the-box Feature Set**

The company wanted to address issues related to Teams and AWS bandwidth monitoring in their environment. The availability of out-of-the-box widgets and sensors helped to understand the impact of service outages on end-user productivity. The real-time Microsoft 365 service updates in the dashboard and reporting capabilities were of great importance to the monitoring team.

## A New Beginning

As travel demand increases and more businesses resume travel, the workload on BCD Travel's virtual userbase is expected to increase. As a result, the NOC team must support an optimal end-user experience and ensure greater customer satisfaction. Full usage and deployment of Exoprise sensors will continue in 2021. This will help the company's cloud monitoring move from being reactive to proactive service and provide the engineering team with the agility to deal with unexpected future events.



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### About Exoprise

Exoprise CloudReady is a platform for end-to-end visibility into the networks and applications your organization relies on. Find and fix problems fast, manage change, observe trends and improve operations for your entire business.