OPERATIONAL MATURITY DRIVES BETTER BUSINESS PERFORMANCE

The ability to act in real time is more important than ever when customer experience is on the line. By rapidly orchestrating cross-functional, real-time response, operationally mature organizations:

- Drive more revenue and improve customer experience
- Boost people productivity and drive innovation
- Increase operational cost efficiency
- Minimize business disruptions and costs

To drive effective real-time operations, teams should optimize technology, processes, and know-how at every stage of the incident lifecycle, so they can move from reactive to proactive to predictive.

MAKE SENSE OF THE DATA

40% FEWER INCIDENTS per alert by applying intelligence to separate signal from noise

ORCHESTRATE PEOPLE EFFECTIVELY

40% MORE INCIDENTS RESOLVED through automation when best practices are applied in real time

RESPOND AND RESOLVE INCIDENTS

2 HOURS FASTER by using data and insights

ANALYZE AND LEARN

2.5X GREATER FREQUENCY in completing postmortems

With data, intelligence and automation, companies learn and improve faster, opening up more opportunity to drive better business outcomes.

How can improved operational maturity help your business? Learn where you stand on the maturity spectrum and find out more.

TAKE THE MATURITY MODEL SURVEY