

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.

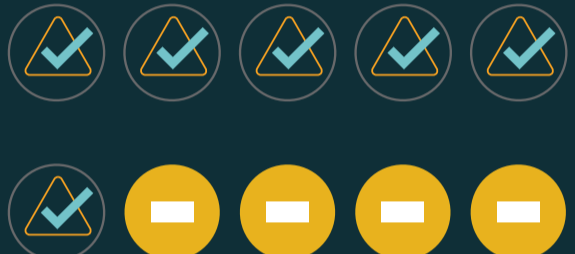
OPERATIONALLY MATURE ORGANIZATIONS:

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](#)