



Taking care of Avensia around the clock with 24/7 Proactive Response

Avensia, a leading provider of modern commerce services and E-Commerce solutions headquartered in Sweden, was one of the first companies to sign up for Niteco's 24/7 Proactive Response.

— THE CHALLENGE

A provider of Managed Services in its own right, Avensia takes care of the digital wellbeing of several E-Commerce sites. Relying on our suite of managed services to complement their own offerings, Avensia aimed to ensure uptime, stability and security for some of its most valued customers.

— THE SOLUTION

Avensia leverages the 24/7 Proactive Response service to ensure uptime, stability and security for key clients around the globe -To make the cooperation go smoothly, all issues are worked on as tickets, which are generated by monitoring systems set up for Avensia (PagerDuty, Pingdom and New Relic, among others). These tickets are then worked on 24/7 to ensure that normal operation is restored or ensured as quickly as possible.

When no active issues are being worked on, the 24/7 Proactive Response team monitors the websites' availability and performance and produces a monthly Performance Report for Avensia. The team also produces reports on recommended improvements for the system.

— THE RESULT

In many instances, the 24/7 Proactive Response team was able to foresee upcoming issues due to abnormal behaviors of the client's system. We were then able to swiftly inform the customer of these risks so actions could be taken immediately to avoid or reduce downtime.

Avensia is extremely happy with the 24/7 Proactive Response service. "It helps us in being a professional global player offering 24/7 support to our customers," said Roger Karlsson, Director of Operations at Avensia. "Niteco's team has helped us to avoid downtimes and is a great extension to our own team. Being on top things like this is key to us, but just as important are the proactive initiatives that help us to improve further."