

TMX Finance® Family of Companies

Faster response times to critical outages

"Enterprise Alert has solved all of our notification issues regardless of time and location, notifying the right people based on criticalness of incidents."

Pete Williams, Enterprise Monitoring Engineer, TMX Finance® Family of Companies



Background

The TMX Finance® Family of Companies ("the Company" or "TMX") provides consumer credit products under the TitleMax®, TitleBucks®, and InstaLoan® brands. Since 1998, the Company has provided access to credit to consumers who are underserved by traditional lenders. With over 1,200 stores in 18 states, they are an industry leader throughout the Southeast, Southwest and Midwest and on the West Coast.

Situation

TMX utilizes System Center Operations Manager (SCOM) for monitoring the Company's IT systems and System Center Service Manager (SCSM) to create incidents. It needed a way to more quickly reach its various support teams with the alerts that were raised and have them dispersed based on priority from SCSM. This need also included the ability to reach out to these teams via multiple notification channels as well as the ability to remotely fix the issues that were raised. It also wanted to automate the process as much as possible, but still retain the ability to manually raise certain critical alerts.

Solution

Enterprise Alert is now used to automate incident alerting from SCOM/SCSM to forward critical notifications to key personnel at any given hour of the day or night. This process is automated using Alert Policies within Enterprise Alert, and help desk personnel can manually send out

notifications by simply changing the priority of an incident in SCSM. When using this manual option, the changing of the priority automatically triggers an alert policy that sends out a notification to engineers, managers, and other designated personnel via email, text, voice, or app push.

Enterprise Alert's real-time alerting means that major issues, at any time of day, can be dealt with as they occur, not long after as users are being adversely affected.

Lastly, the ability to use Enterprise Alert's "Remote Action" capability within the mobile app means IT personnel resolve incidents without needing to be tied down to a laptop or terminal.

Benefits

TMX enjoys a range of benefits.

1. Enhanced On-call schedules for each IT Group with the ability to have Multi-Team Schedules combined into one On-Call group.
2. Ability to quickly notify the appropriate Support Groups either via Enterprise Alert policy or manual Emergency Callout during business and after hours using multiple notification channels.
3. Adapting the Enterprise Alert Remote Action feature into the IT tool set to help resolve critical problems remotely from smartphones.

Client

TMX Finance® Family of Companies, Savannah, GA, USA

Industry

Financial Services

Business needs

- Quickly reach response teams 24/7
- Flexibility to automate processes and utilize manual processes concurrently
- Capability to remotely remediate IT issues

Business benefits

- Enhanced on-call scheduling
- Multi-modal notifications of alerts ensure delivery
- Ability to resolve issues remotely via a smart app on the phone

Learn more

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