



Unleashing Unica's Potential: Munvo Delivers Enhanced Stability, Automation, and 99%+ Availability for a Global Hospitality Leader



Enhanced monitoring capabilities, automation, and maintenance



Achieved over 99% up-time of the Unica platform



Successfully resolved and serviced more than 1500 Jira tickets



Client

Our client is a leading global hospitality company known for its exceptional hotels and resorts. They offer a wide range of accommodations to suit various budgets and preferences. With a strong presence worldwide, our client provides convenient access to popular destinations and business hubs.

Renowned for its outstanding customer service, the company offers excellent amenities such as fitness centers, spas, and pools for guests to relax and enjoy their stay.

Challenges

Our client came to us with a pressing challenge regarding their Unica environment. The environment was disorganized; no monitoring capabilities existed, and persistent errors and performance issues plagued end-user productivity.

This situation hindered their ability to effectively manage and optimize their Unica platform, affecting their overall operational efficiency and customer experience.



Solution

To address our client's challenges effectively, Munvo performed a deep analysis of their Unica platform and environment, identifying inefficiencies and areas for improvement. We leveraged our expertise in Unica to perform necessary upgrades, hotfixes, and integrations with other systems, ensuring seamless compatibility.

By implementing a Jira ticketing system, we established a transparent process to track and monitor platform issues, facilitating prompt resolution. Our comprehensive approach improved the platform's performance, stability, and overall efficiency, empowering the client to drive impactful marketing campaigns and deliver exceptional customer experiences.

With ongoing support and collaboration, Munvo's tailored solution positioned our client for long-term success, optimizing their Unica platform and helping them achieve their business objectives.

Benefits



By partnering with Munvo, our client gained numerous benefits that positively impacted their operations. Our expertise enabled us to fully administer their environment, ensuring its health, security, and optimal performance. This relieved the client's IT team from managing the Unica platform, allowing them to redirect their support and resources to other critical areas of their business. With Munvo's comprehensive administration, the client could confidently rely on our proactive monitoring, maintenance, and security measures, resulting in a streamlined and efficient environment.



Results

- ✓ Our collaborative efforts successfully serviced **over 1500 tickets**, ensuring the smooth functioning of the client's Unica environment and minimizing disruptions.
- ✓ We **implemented more than 10 crucial hotfixes**, addressing critical bugs and enhancing the stability and reliability of the Unica platform.
- ✓ By **developing and implementing 5 custom monitoring scripts**, we provided real-time visibility into the performance and health of the Unica environment, enabling proactive issue detection and preventive measures.
- ✓ Our comprehensive auditing efforts led to a **remarkable 4TB data cleanup, optimizing system performance, improving data accuracy, and streamlining operations**.
- ✓ Through these achievements, **we demonstrated our commitment to exceptional service**, empowering the client to maximize the potential of their Unica platform and allowing their IT resources to focus on other core areas of their business.

Quote from Munvo



Munvo was initially brought in to bring stability and control to a chaotic environment. Since then, we have continued to be a trusted administrator, allowing the client to integrate, upgrade and utilize their Unica platform to its full potential

— Eesa Sandani, Unica Business Practice Manager

Quote from the Client



You not only bring stability to our environment but also put in a tremendous amount of time and effort to create improvements that truly make our lives easier. We simply couldn't do it without you!

— Sr. Manager Audience Strategy