



# PPG

## Runbook Support Service

Founded in 1883, Pittsburgh-based PPG is a global supplier of paints, coatings, chemicals, optical products, specialty materials, glass and fiberglass. PPG Industries is headquartered in Pittsburgh, Pennsylvania with over 46,000 employees and £13.8 billion turnover each year. PPG have been a Kerverion customer since 2015 and chose to work with Kerverion due to the breadth and quality of integrations and have added a subscription to Kerverion's Runbook Support Service.

## The Challenge

Having made the decision to upgrade to System Center Orchestrator 2019, the PPG team felt it was the ideal time to address the existing issues in the current environment and improve the performance of runbook automation. These issues included; over and under utilised runbook servers; and runbooks which would often stop midway, causing the runbook servers to run out of capacity to start new processes.

## The Solution

PPG had deployed Keverion's popular integration pack for SQL server to underpin runbook development. PPG have utilised Keverion's Runbook Support Service to review their implementation of Microsoft System Center Orchestrator and for general assistance with all their runbooks.

The Keverion team identified that the performance issues were due to conflicting logic in the runbooks.

## The Benefits

PPG now have access to Keverion's consulting team on a call-off basis to assist with any queries relating to the operation of Orchestrator or advice and guidance on automating new use cases.

Keverion integrations are deployed to increase the efficiency of runbooks, the consulting team assisted with the creation of more proficient runbooks and advice on effective utilization of servers and resources. As a result, alerts are converted into tickets faster and enable the PPG team to tackle incidents sooner than before.

*"We have been impressed with Keverion's team; they are fast to respond, happy to assist, and have a plethora of knowledge about the system"*