WEC
Energy Group

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Steve Liegl
Director of Infrastructure and Operations, WEC Energy Group

WEC Energy Group reduces MTTR with full-context operations

WEC Energy Group is one of the largest electric generation, distribution, and natural gas delivery holding companies in the United States. Based in Milwaukee, WEC services 4.7 million customers across four states and employs approximately 7,000 people within its energy companies and service subsidiaries.

Challenge

- Mergers and acquisitions led to a proliferation of alerting redundancies and tool sprawl.

- Disparate tools restricted visibility into both the network and mission-critical applications, impeding access to the comprehensive alert context needed to identify and solve incidents.

- Reactive incident management reduced available resources for strategic projects

As a utility company supporting customers distributed across Wisconsin, Illinois, Michigan, and Minnesota, WEC Energy Group is trusted to ensure its customers' utility needs are met as safely and as consistently as possible. To that end, it is critical that its IT operations are as reliable as possible to provide maximum uptime and service reliability.

"Over the years, the technology used to support the delivery of energy has changed drastically," shared Steve Liegl, director of infrastructure and operations at WEC. "We recognized the need to provide proactive monitoring and response to incidents within our systems and tools. The reality is, any outage in the utility industry can become a safety issue in a matter of seconds."

Following an acquisition, WEC needed to address the increasing tool sprawl and alert volume that accompanied the operational complexities of M&A activity. Significant variations in ITOps tools, data, alerting, and resolution processes left operators with an overwhelming volume of IT noise — lacking context, normalization, and formatting.

"We had many duplicate, redundant alerts and no way to centralize monitoring visibility. This could lead to a single incident generating multiple tickets spread across different teams, causing confusion about task ownership," Liegl explained. "The absence of a unified alert context made it challenging to maintain consistently reliable data. Without good data, we could not effectively automate our ticketing system, which created a gap for us outside of normal business hours."

Without end-to-end visibility into their IT environment, incidents were often managed on a reactive basis, instead of proactively. "At the time, we often had to rely on our client base to call or email us to inform us that there was a problem to address," said Liegl.

Solution

WEC Energy Group needed a way to deliver a unified, full-context view of all its alert data to proactively identify priority incidents, reclaim bandwidth for strategic initiatives, and reduce overall mean time to resolution (MTTR). The company chose to partner with BigPanda for its AIOps platform to unite distributed tools and services under a centralized first pane of glass for comprehensive IT visibility.
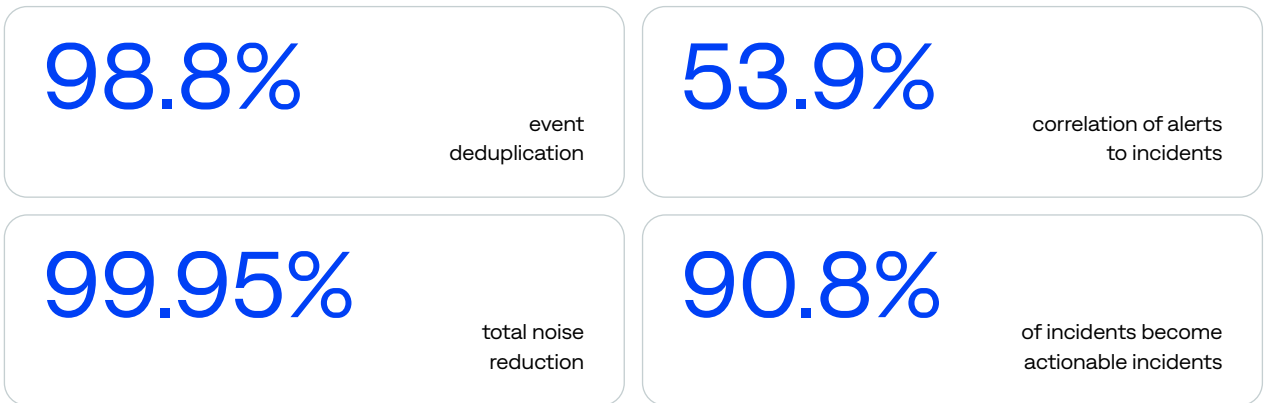
"We began with a holistic examination of our entire technology stack," explained Liegl. "Our AIOps strategy with BigPanda bridged our on-premises and cloud environments, delivering a unified platform for ecosystem management."

This strategic initiative allowed WEC Energy Group to identify and resolve incidents rapidly. "BigPanda has enabled us to get more real-time, relevant data around a specific incident," shared Liegl. "This has significantly reduced our MTTR." By scaling incident resolution through technology instead of headcount, WEC recaptured time previously spent on reactive measures, elevating overall performance and service reliability through a proactive incident workflow.

Benefits

BigPanda successfully reduced WEC's post-acquisition IT clutter by automating the removal of duplicate and redundant alerts. This enabled teams to accelerate the identification and prioritization of alerts and evolving incidents based on relevance, impacted services, and business urgency. As a result, responders could proactively address issues before they escalate to a critical level. WEC successfully transformed numerous events into a cohesive set of correlated alerts capable of accurately identifying actionable incidents, irrespective of their source.

Specific benefits include:

98.8% event deduplication	**53.9%** correlation of alerts to incidents
99.95% total noise reduction	**90.8%** of incidents become actionable incidents

BigPanda unifies teams and standardizes alerts by enriching them with topology, CMDB, change, and other ITOps data for actionable insights. By implementing multidimensional and contextual alert correlation to gain deeper insights into infrastructure, operators can clearly see connections, identify affected areas, and proactively address issues across the system before they escalate.

Your organization can bring full context to your incident operations to support greater operational efficiency and higher service availability.

Explore how