

The University of Western Australia Empowers IT Visibility and Efficiency with LogicMonitor



INDUSTRY

Education

PRODUCTS

Core, Cloud

SOLUTIONS

- + Hybrid observability platform
- + Advanced alert tuning and noise reduction
- + Broad platform accessibility
- + Historical trend analysis

CHALLENGES > RESULTS

- + **Reactive incident management** > Historical trend analysis and proactive system tuning
- + **Siloed access and limited visibility across teams** > Enabled platform access for over 200 stakeholders > Improved collaboration, faster incident response, and integrated monitoring across departments
- + **Excessive alert volume** > Reduced critical alerts > Minimized alert fatigue and enabled teams to focus on high-priority issues.

KEY OUTCOMES



90%+ Reduction in critical and error alerts: By implementing advanced alert tuning through LogicMonitor, UWA cut daily critical alerts from 250 to as few as 10–25, enabling IT teams to prioritize real issues and dramatically reduce alert fatigue.



200+ stakeholders enabled with unified visibility: With broad access to the LogicMonitor platform, over 200 users across departments gained real-time insights, improving cross-team collaboration and streamlining incident response.



Proactive IT operations and improved service resilience: By consolidating monitoring and leveraging historical analytics, UWA moved from reactive firefighting to proactive system management, reducing outages and supporting uninterrupted learning and research services.

The University of Western Australia (UWA) is a leading global university, renowned for excellence in education and research. It is a member of the Group of Eight, a consortium of Australia’s premier research-intensive universities with more than 28,000 students. As institutions of higher education face growing demands to maintain uptime, increase efficiency, and break down operational silos without expanding headcount, UWA’s experience offers a strategic blueprint—showcasing the vital role of observability in achieving proactive system health and service delivery. With its academic reputation and large student body, UWA relies on robust IT infrastructure to support innovative experiences and research and high-impact research, while supporting its ambition to rank among the world’s top 100 universities.

However, despite these important goals, UWA struggled with fragmented monitoring systems, alert fatigue, and siloed visibility across IT teams. These challenges disrupted operational efficiency and jeopardized the availability of critical systems—including core ERP, student management, and research platforms—impacting UWA’s ability to manage HR and financial operations, support student enrolment and academic progress, coordinate timetables, and oversee research funding.

Steven Lim, Manager of System Administration, UWA, said:

By realigning the platform to our operational needs, we reduced daily critical alerts from 250 to as few as 10–25. That shift sharpened our focus and enabled faster, more effective responses.”

CHALLENGE: FRAGMENTED TOOLS, FATIGUE, AND LIMITED VISIBILITY

Before selecting LogicMonitor, UWA faced:

- Disconnected monitoring systems with inconsistent visibility
- Excessive alerts that distracted from critical issues
- Limited platform access across teams, slowing incident response

WHY UWA CHOSE LOGICMONITOR

UWA needed a solution that could:

1. Delivering scalable monitoring for hybrid environments
2. Reduce alert noise through intelligent tuning and analytics
3. Enable broader stakeholder access and self-service for enterprise application, IT infrastructure, and end-user support teams

After evaluating alternatives, UWA selected LogicMonitor's hybrid observability platform, LM Envision, for its:

- Unified hybrid observability platform that can handle both cloud and core infrastructure plus enabled historical trend analysis to ensure line of sight
- Advanced alert tuning that cut critical, error, and warning alerts by over 90%, enabling IT teams to focus on critical services
- Broad platform access that provided ease for more than 200 internal users and enabled faster response times

THE IMMEDIATE IMPACT OF LM ENVISION

Following deployment, UWA saw:

- Critical alerts reduced from 250 to 10–25 daily
- Error alerts dropped from 500 to 25–50 daily
- Over 200 stakeholders actively using the platform

KEY BENEFITS OF LM ENVISION FOR UWA



90%+ alert noise reduction > better focus and faster action



Platform adoption across IT and service teams > improved collaboration



Historical analytics > predictive insights and fewer outages

REGAINING CONTROL OF IT OPERATIONS

Alert fatigue once overwhelmed the team. LM Envision's tuning capabilities allowed UWA to focus on what matters most—proactive system health and strategic service delivery.

SCALING MONITORING WHILE IMPROVING SERVICE RESILIENCE

As digital learning expanded, so did the need for uninterrupted uptime. LM Envision supports UWA's ability to protect the student experience and institutional reputation.



We now optimize systems and plan updates, rather than firefighting outages"

Steven Lim, *Manager of System Administration*

“Monitoring is no longer just for infrastructure. It’s embedded into how we work across departments.”

Steven Lim, *Manager of System Administration*

WHY THIS MATTERS FOR HIGHER EDUCATION

UWA’s experience underscores how observability is critically important for complex university environments spanning on premises data centers and multiple clouds. LM Envision empowers IT teams to drive transformation at research and education institutions by::

- Ensuring teaching and learning platforms are available 24x7x365
- Driving operational efficiency without adding headcount
- Enabling seamless collaboration across distributed, decentralized environments and break down IT silos

WHAT’S NEXT?

With LM Envision successfully implemented, UWA is moving to:



Integrate with ServiceNow Configuration Management Database (CMDB) > real-time IT infrastructure and application asset visibility, improving change, incident, and service management



Enhance incident triage > faster resolution across enterprise application and IT infrastructure services, improving the student and researcher experience by minimizing downtime of critical applications and services underpinning learning, teaching, and research activities

ABOUT THE UNIVERSITY OF WESTERN AUSTRALIA

The University of Western Australia (UWA) is a world-class research university based in Perth. As a member of the Group of Eight, UWA is recognized for academic excellence, innovative research, and its commitment to student success.

ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. Its SaaS-based platform, LM Envision, provides end-to-end visibility across on-prem and multicloud environments. LogicMonitor helps IT and business teams reduce noise, improve uptime, and deliver exceptional user experiences. For more information, visit logicmonitor.com and our [blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



To learn more about how LogicMonitor can transform your monitoring strategy, visit www.logicmonitor.com.

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