

iQor Takes the First Step Toward “Instant IT” With LogicMonitor



INDUSTRY

Business Services

PRODUCTS

LM Envision

SOLUTIONS

- + Infrastructure monitoring
- + Network monitoring
- + Cloud monitoring
- + Hybrid observability

SUCCESS BY METRICS

- + 46% reduction in monthly alerts
- + 49% reduction in higher-severity incidents
- + 50% reduction in revenue-generating service impact
- + 3-minute reduction in average MTTR

KEY OUTCOMES



Improved visibility across a distributed IT environment



Earlier detection of network issues



More context for investigating and resolving incidents



Less time spent sorting through alert noise



Reduced impact to revenue-generating services



Foundation for service-based monitoring and more proactive IT operations

How a global business process outsourcer reduced alert volume and service impact while building toward a more proactive IT operation

iQor is a global business process outsourcer that provides customer service, collections, and accounts receivable management for organizations worldwide. With over 45,000 employees and operations across 10 countries, iQor depends on reliable technology to support the customer-facing services it delivers for its clients. For Ryan Ferguson, VP of IT Operations at iQor, an IT issue can quickly become a customer issue.

“When our clients’ brand names are at risk, it’s not just iQor’s brand name. It’s the trust that our clients give us to represent them well,” Ferguson said.

That pressure intensified as iQor expanded its use of cloud infrastructure and moved workloads from one of its data centers to Amazon Web Services (AWS). The IT team needed to see what was happening across a more distributed environment and identify problems before they affected the services iQor provides.

Keeping Pace With a Changing Environment

When iQor selected LogicMonitor, it was moving away from an entrenched monitoring solution that was no longer keeping pace with the environment. The team needed better visibility into cloud and hybrid infrastructure, along with reporting and data visualization to help IT understand what was happening across the environment.

Ferguson highlighted several areas where LogicMonitor stood out:

- Cloud and hybrid infrastructure monitoring
- Reporting and data visualization
- Network visibility and path tracing
- Ongoing partnership with the LogicMonitor team

“The reporting, the data visualizations, all of that is a cut above what I’ve experienced on prior products,” Ferguson said.

The difference is also reflected in iQor’s current operating results:

46% reduction in monthly alerts

49% reduction in higher-severity incidents

50% reduction in revenue-generating service impact

3-minute reduction in average MTTR

These figures compare iQor’s most recent 12-month period with baseline data from 2023.

Catching Network Problems Before They Grow

Network operations are one of the clearest examples of how iQor uses LogicMonitor today.

iQor’s network topology is complex, with multiple sites and circuits supporting its global operation. LogicMonitor helps the team trace network paths and determine where an issue originates, including problems that extend beyond iQor’s own infrastructure when providers supply the necessary visibility.

That visibility is part of the team’s daily workflow. Ferguson receives regular reports on network activity, including short-lived circuit flaps that might otherwise be difficult to identify and investigate.

When an event occurs, the team can document what happened, investigate the underlying cause, and work with carriers or other providers using evidence from its monitoring environment.

“LogicMonitor is the signal detection,” Ferguson said.

For iQor, that signal gives the team a starting point before an issue becomes a help desk ticket, customer complaint, or executive escalation.

SPENDING LESS TIME GETTING FROM DETECTION TO RESOLUTION

Ferguson describes IT incident management as a progression from signal detection to diagnosis, remediation, and lessons learned. LogicMonitor sits at the beginning of that process, helping iQor identify issues and provide the context needed to investigate them.

Without that signal, “you’d move from proactive to reactive,” Ferguson said, relying on help desk tickets, customer complaints, or executive escalations to surface problems.

The aim is to spend less time sorting through noise and fewer opportunities for infrastructure issues to affect the services its customers depend on.

Measuring What the Business Actually Experiences

The next step is to move from device-level monitoring to service-based monitoring.

Ferguson wants the team to understand the health of the services that depend on the underlying infrastructure, rather than treating every device event as a service outage.

A circuit can go down without taking an entire site offline if other connectivity remains available. For iQor, that distinction helps IT focus on whether an infrastructure event affects the service the business is delivering.

The goal is to connect monitoring more closely to the services the business depends on.

BUILDING TOWARD “INSTANT IT”

That thinking leads to a broader goal for the IT organization.

“My North Star for my department is instant IT,” Ferguson said.

For Ferguson, instant IT means reducing the time between detecting an issue, understanding its cause, and taking action. He sees AI as one way to speed up that process while keeping people involved where judgment or governance is still needed.

“There is such a thing as zero-touch alerts, and that’s rapidly where we’re going,” Ferguson said.

That vision is also shaping iQor’s interest in Edwin AI. Ferguson sees potential in building AI capabilities on top of the monitoring data and context iQor already has rather than adding another disconnected source of information.

“AI lives and dies on its context and its data,” he said.

THE FIRST STEP TOWARD INSTANT IT

For iQor, the goal is to identify problems earlier, understand their business impact, and reduce the manual work required to respond.

LogicMonitor is helping provide that foundation today.



Our adoption of LogicMonitor was the first step in the pursuit of instant IT.”

Ryan Ferguson, VP of IT Operations, iQor

ABOUT IQOR

iQor is a trusted partner in customer experience solutions for global brands and a portfolio company of Mill Point Capital. With over 45,000 employees across 10 countries, iQor combines three decades of expertise with AI-driven innovation to optimize performance across the entire customer lifecycle. Through its three delivery pillars — Grow, CXBPO, and infinityAiQ — iQor delivers scalable solutions that drive acquisition, engagement, and retention. Powered by advanced analytics and a people-first culture, iQor transforms customer interactions into measurable growth. Recognized as a Great Place to Work® and a leader in CX excellence, iQor empowers brands to grow smarter.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and [our blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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