

# Syngenta helps millions of farmers grow safe and nutritious food by cultivating network efficiency with LogicMonitor's Edwin AI



**INDUSTRY**

Agriculture

**PRODUCTS**

LogicMonitor Envision platform

LogicMonitor's Edwin AI

LM Service Insights

**SOLUTIONS**

- + Hybrid Observability powered by AI
- + Incident analysis & workflows
- + Out-of-the-box integrations

**CHALLENGES > RESULTS**

- + Excessive alert volume
  - > Reduced alert volume
  - > Minimized alert fatigue
- + Slow incident resolution
  - > Reduced MTTR
  - > Enhanced uptime and reduced ticket management time
- + Open-source tools requiring heavy customization
  - > Rapid deployment with built-in features
  - > Improved network reliability

**KEY OUTCOMES**



**80% reduction in alert volume:** Edwin AI cut through unnecessary alerts, ensuring critical issues received attention.



**30% faster MTTR:** Through event correlation and real-time insights, Edwin AI allowed Syngenta to resolve issues 30% faster.



**20% reduction in manual effort:** Automation of routine tasks like report generation and ticketing helped Syngenta's small IT team manage their IT environment effectively.



**Enhanced strategic focus:** Freed from routine maintenance, Syngenta's IT team could focus on long-term innovation.

Syngenta, a global agricultural powerhouse operating in 90 countries with over 30,000 employees, is on a mission to deliver global food security for a better world, but behind the scenes of their innovative agriculture solutions lies a complex IT infrastructure that demanded a revolutionary approach to management and monitoring.

## Taming a global IT ecosystem

Kris Manning, Global Head of IT Networks, found himself at the helm of a daunting task. With a small team, he was responsible for overseeing an intricate network spanning 9,000 devices across 400 locations in 60 countries. The existing monitoring solutions were inadequate, leading to several critical issues:

- + Excessive alert volume, with up to 12,500 events daily
- + Difficulty in identifying critical issues among numerous alerts
- + Limited IT resources struggling to manage the global infrastructure
- + Compromised network reliability impacting business operations

Manning described the urgency: “We were under pressure to find a solution quickly. We were unable to monitor all our devices and report on problems effectively, and had no overall view of our network performance. Our time to resolve was much higher than it needed to be, our customers were unhappy.”

## The search for a solution

Syngenta began their journey to IT excellence leveraging open source tools, but security and support concerns as well as the amount of customisation needed led them to seek alternatives. The stakes were high: Syngenta needed a solution that could be implemented rapidly and deliver immediate value.

“We evaluated several tools,” Manning explained. “LogicMonitor stood out because it aligned well with our business needs and offered features, such as incident analysis and predictive workflows powered by AI, that we hadn’t even considered initially.”

## The LogicMonitor platform: Edwin AI

They selected LogicMonitor’s AI-powered platform, particularly Edwin AI, for several key reasons:

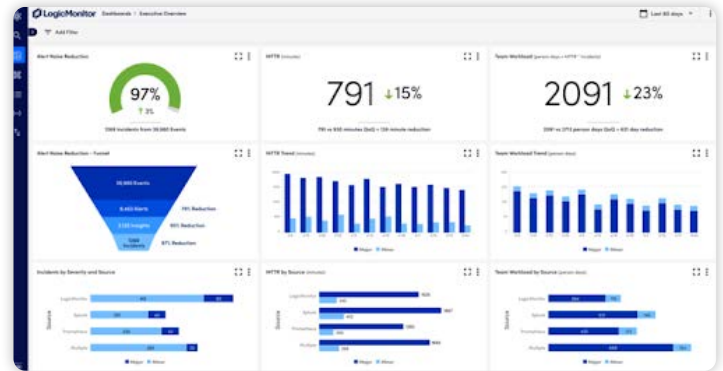
- + SaaS-based solution requiring minimal on-premises management
- + Rapid deployment and time-to-value
- + Powerful AI approach
- + Out-of-the-box integrations with existing tools like ServiceNow
- + Strong enterprise-level support

But the real game-changer was Edwin AI’s event correlation capabilities.

## Immediate value within an hour

The implementation was nothing short of transformative. “Edwin AI started correlating and delivering value within an hour, even before we put it into production,” Manning said.

This rapid deployment led to an unexpected discovery. During the implementation process, Edwin AI began consuming real-time events from Syngenta’s live network. It immediately highlighted a configuration issue related to Border Gateway Protocol (BGP) that had been overlooked since 2021.



## Cultivating IT excellence and empowering IT teams

The impact of LogicMonitor and Edwin AI on Syngenta’s IT operations was massive.

- + **Dramatic reduction in alert and incident volume:** Edwin AI helped compress alert volume by up to 80%, significantly reducing alert fatigue while ensuring critical issues don’t slip through the cracks.
- + **Improved operational efficiency:** Manning highlighted that the system automatically generates reports, tickets, and insights, reducing manual effort for his team significantly by 20%.
- + **Enhanced visibility and automation:** Edwin AI allowed Syngenta’s small team to effectively manage a complex worldwide IT infrastructure that supports 30,000 people globally.
- + **Accelerated issue resolution:** By correlating events and providing actionable insights, Edwin AI reduced time spent on ticket management and reduced MTTR by over 30%.

For Manning and his team, the impact went beyond metrics. “With a small team, we don’t have the capacity to maintain complex on-premises systems,” Manning explained. “LogicMonitor and Edwin AI enabled the team to shift focus from routine maintenance to strategic initiatives.”



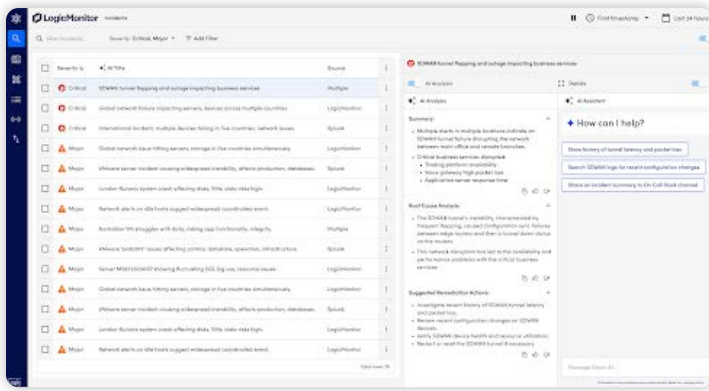
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**Kris Manning**, Global Head of IT Networks, Syngenta

## Looking to the future: advancing AI-driven IT operations

Syngenta isn't resting on its laurels. While Edwin AI has already significantly improved their IT operations, the company is looking ahead to further leverage Edwin AI, including:



- + **AI assistant:** A conversational, user-friendly interface that provides additional information and historical context to fast-track troubleshooting. This feature will enable IT teams to interact with Edwin AI more intuitively, gaining deeper insights into complex issues.
- + **Predictive insights:** Edwin AI will anticipate incidents or outages before they impact the business. This proactive approach aims to further reduce alert fatigue and prevent potential disruptions.
- + **Actionable recommendations:** An enhancement that will provide step-by-step recommendations, empowering Level 1 and 2 support staff to troubleshoot issues in real-time.
- + **Root cause analysis:** Edwin AI will surface root cause with pinpoint accuracy to deliver insights grounded in your data.

## A harvest of IT success

Edwin AI transformed Syngenta's network infrastructure operations, enabling a small team to manage a complex global infrastructure efficiently. It not only solved immediate challenges, but also positioned Syngenta for future innovation in IT management.

In the ever-evolving landscape of global agriculture, Syngenta has found that LogicMonitor is a partner that helps them cultivate not just better crops, but a better, more efficient IT ecosystem. As they continue to feed the world, LogicMonitor ensures their IT operations remain as fruitful as the fields they serve.

## ABOUT SYNGENTA

[Syngenta Group](#) is one of the world's biggest agricultural technology companies, with roots going back more than 250 years. With more than 59,000 employees, operating in more than 100 countries, the company strives to transform food production through [Regenerative Agriculture](#) — a science-driven, technology-enabled approach to improve soil, deliver high productivity and high-quality food, help fight climate change and restore lost biodiversity. Syngenta Group, which is registered in Shanghai, China, and has its management headquarters in Switzerland, draws strength from its four business units: [Syngenta Crop Protection](#), headquartered in Switzerland; [Syngenta Seeds](#), headquartered in the United States; [ADAMA®](#), headquartered in Israel; and [Syngenta Group China](#). Together, these businesses provide industry-leading ways to serve customers around the world.

## ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit [www.logicmonitor.com](http://www.logicmonitor.com) and our blog, or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [Youtube](#).