

opslogix

OpsLogix
Case Study



Digital Operations
**Monitoring as a
service**

CASE STUDY

Quick Facts:

Industry: Drilling & Mining equipment

Size: 14 000 employees worldwide

ESXi Sockets: 150

Virtual machines: 1200

CHALLENGE

A company belonging to a big industrial group went through a split to become an independently listed company. While this happened, the IT department, which previously was operated by external partners, was brought back internally.

When the operations were taken over, the SCOM environment was relatively unstructured and poorly designed. Additionally, the number of employees working with this in-house was noticeably less than the consultancy's resources.

The hours allocated for the few employees working with SCOM were not enough to manage the large platform. On top of this, the experience they had was insufficient. Not only were they in the middle of a split, where lots of the IT operations were affected, they also had to make the SCOM environment working appropriately, not to be overwhelmed by alarms.

The main issues were related to the migration of the operations from the external organization. Except for the practical issues, there was also much pressure put on the infrastructure department as they expected all other departments within IT to monitor their applications right away. Additionally, there was dissatisfaction coming from other IT departments concerning the infrastructure department during the outsourcing.

CASE STUDY

SOLUTION

The approach to bringing back the IT infrastructure well-structured and planned was not to use the consultancy's configuration but to use the **OpsLogix Digital Operations Framework™** as a baseline or starting point.

The framework applied as a service consists of a complete toolset of people, processes, and technology to manage the monitoring. It was first after this, other colleagues working with SQL and Applications for example, were involved to determine the set up so that the monitoring was relevant and on a manageable level. ▶

Because of the framework's format, it was easy to demonstrate the application for people with both extensive- and less technical skills using demos showing not only the technology, but also processes.

The service perspective provides stability and flexibility as the dependency on individual consultants or employees isn't there, and add-ons and functions can be built in, when and if suitable. Thus, high-quality monitoring can proceed during holidays or other periods when staff might be busy with other projects or priorities focusing on different IT operations.

Besides the technical aspects when using the **OpsLogix Monitoring as a Service™** is the organizational benefits, which was identified as the main issue – getting people to change how they work.

The customer was assisted with processes that are predeveloped with extensive experience from Dev Ops engineers, programmers, and system administrators. Thus, the use of the tools could be optimized. This experience is the foundation of the entire service, and further implies that time, effort, and costs can be saved in development of the monitoring as it is all included.

CONCLUSION

By applying **OpsLogix Monitoring as a Service™**, they managed to create a monitoring solution tailored to their environment that was resource-efficient and future-proof. With few means, they succeeded to change their monitoring practices to become less demanding while improving quality.

Through automation, they saved resources such as competence and time, lowering monitoring-related costs. The continuous development of technology and new software releases in the service package makes it a solution to trust for upcoming years - without large R&D budgets or initiatives to be approved.

Monitoring as a Service was their shortcut going from underperforming monitoring to an excellent one during a short period and with low operational and financial risk.

Three key benefits was identified by the customer after implementing **OpsLogix Monitoring as a Service™**:



Less Manual Work

Automation and a set of best practices work wonders for your monitoring. Free up time and increase quality all at once!



Ready-to-use

Based on a pre-developed set of technology, processes and routines eliminate the need for preparation and configuration. Plug-and-Play!



Retained Ownership

Keep your monitoring activities and infrastructure in-house. This will help you stay close to your business and remain in control of operations.

Want more information on how to
get started?

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