

opslogix

OpsLogix
Case Study

Digital Operations
**Monitoring as a
service**

CASE STUDY

Quick Facts:

Industry: Refinery & Base Oil

Size: 900-1000 employees worldwide

ESXi Sockets: 50

Virtual machines: 470

CHALLENGE

An industry leader in the Refinery & Base Oil business struggled to monitor its IT environment as the resources allocated for these activities were insufficient. Additionally, the monitoring was less structured than desired, and the alarms detected weren't trustworthy.

There was an underestimation of the importance of the monitoring and the required resources to manage it properly; competence and time.

Instead of making sure employees focusing solely on the monitoring, they had to do this on the side of their primary areas of responsibility, which didn't improve the quality of the work.

Not only did this cause underperforming monitoring, but also high pressure and stress on the employees as the time allocated wasn't enough.

Being responsible for the SCOM environment can also bring much frustration due to the difficulty of managing the monitoring in a good way.

CASE STUDY

SOLUTION

OpsLogix Monitoring as a Service™ was applied to help the company overcome the issues they faced with their SCOM monitoring.

The service, being a holistic alternative focusing on both organizational and technological improvement with the technology, processes, and routines it consists of, enhanced the health of their SCOM environment.

Through automation enabled with the technology and processes, they could allocate resources more efficiently while also feeling confident that the health of their environment was well taken care of. This was especially important as the company stressed the lack of time at the monitoring team's hands.

With a service that allows the infrastructure team to remain owners of technology and processes, this was the best solution for them to keep full control over their environment while cost-efficiently enhancing quality.

The close relationship with OpsLogix enabled adjustments and improvements of the service delivery after implementation.

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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