



's-Hertogenbosch Council

Responsible for delivering data services to public servants throughout the province of North Brabant.



The Need For IT Monitoring

Their IT team needed to ensure full, 24/7 performance of their 500+ server farm to ensure that these critical services keep running. Previous installation was difficult to set up and there was particular concern that only a few members of the team had any knowledge of how it was configured.

Why Opsview?

Opsview provided a breadth of coverage and distributed architecture, which met their requirement to monitor a wide range of different technologies in multiple locations. Automated reporting tools proved to be ideal for providing senior managers with a high level overview of health and performance against agreed service levels.

Deployment and Result

After successfully trialling Opsview Community, 's-Hertogenbosch decided to increase their monitoring capabilities and upgrade to Opsview Enterprise. The deployment has given them a single view of their extensive, diverse IT estate and helps them identify problems long before they start having an impact on users.

About

's-Hertogenbosch is a medium sized city in the southern Netherlands. The city's council is responsible for delivering data services to public servants throughout the province of North Brabant including the city guard, fire department and traffic signaling.

With this in mind, 's-Hertogenbosch's IT team must ensure full, 24/7 performance of their 500+ server farm to ensure that these critical services keep running.



Industry: Government
Location: Netherlands
Employees: 50-100



The Need for Opsview

Ron Vink joined s-Hertogenbosch Council in 2011 as an IT specialist tasked with managing its mainly virtualized estate running a mix of Unix, Linux and Windows operating systems. He also provides third-line support for the Council's 700+ virtual desktops.

There was already a consensus within the Council that the existing Nagios® Core installation wasn't fit for purpose. The installation was difficult to implement and Vink was particularly concerned that only a few members of his team had any knowledge of how it was configured.

"Apart from the risks posed by this situation, we had a serious administration bottleneck," said Vink. "We needed a drop-in replacement for Nagios Core that allowed us to easily add devices and extensions using an intuitive GUI."

Why Opsview?

After considering a number of IT monitoring tools, 's-Hertogenbosch chose Opsview Enterprise to provide a single, real-time view of their network infrastructure. Opsview Enterprise is a highly scalable, enterprise class software suite that provides network, IT, server, application and cloud monitoring.

In addition to addressing the incumbent monitoring tool's complexity, the Council also needed to demonstrate they consistently met the service levels promised to their stakeholders. For any network infrastructure provider, and particularly for those looking after critical public services, such SLAs are essential.

"Our Operations Director doesn't want the detail of which device is down or how much through-put a particular database is experiencing. That's my job. He wants a single document to land in his inbox that shows him the services we provide meet the up-times and performance levels mandated by the Council," said Vink.

Opsview Enterprise's breadth of coverage and distributed architecture met the Council's requirement to monitor a wide range of different technologies in multiple locations.

The solution's automated reporting tools have proved ideal for providing senior managers with a high level overview of system health and performance against agreed service levels.

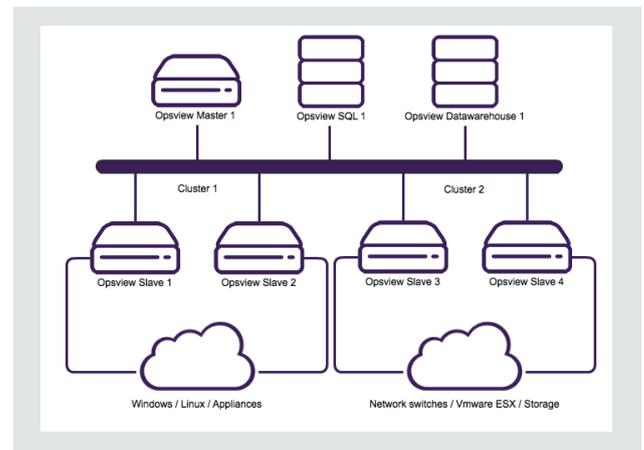


The new dashboard features are also popular with Vink and his colleagues:

“We’re installing a big screen up in our Network Operations Centre where we’ll have separate dashboards for our virtualized desktop estate, Linux servers and Windows systems. Better visibility of service status means that our support desk is now aware and often fixing issues long before end-users start to raise support tickets.”

Deployment and Result

Before deploying Opsview Enterprise 's-Hertogenbosch had trialed Opsview Community edition (now called Opsview Atom). While it was a marked improvement of its predecessor, Nagios Core, 's-Hertogenbosch felt that the reporting tools intuitive dashboards and scale out features provided in Opsview Enterprise offered the best overall solution for the Council.



“We’re delighted with the results so far,” reports Vink. “Opsview Enterprise not only gives us a single view of our extensive, diverse IT estate, it often helps us identify problems long before they start having an impact on our users.”



About Opsview

Opsview makes it easier for sysadmins to do their jobs by offering comprehensive and customizable systems monitoring. The Opsview platform enables sysadmins to easily monitor the complex enterprise IT environments that support critical business services, with native support for more than 3,500 technology plugins and integrations with IT operations tools. Highly configurable dashboards allow sysadmins to effectively visualize and report on the health of their IT infrastructure, enabling proactive maintenance. Opsview is trusted by hundreds of businesses, government organizations and managed service providers globally. Customers include MIT, Sky, Cisco, IBM, Telefónica, Daimler, British Telecom, Fujitsu, AXA and VMware.

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