AXA Technology Services

AXA Technology Services provides AXA Group companies with high-quality IT infrastructure management services.

The Need For IT Monitoring

They had been experiencing difficulty in not being able to see the availability of their services, owing to the use of cumbersome basic tools and plugins. Previous solutions had little flexibility and the integration of the monitoring tool with the core servers and OS monitoring was not sufficient, as it lacked both reporting and automatic provisioning.

Why Opsview?

Opsview could improve AXA's overall visibility of their IT infrastructure as well as creating further opportunities for reporting the availability/performance of components, enabling customers to identify areas for improvement. The keywords feature enables AXA to provide application centric views and go beyond individual server monitoring.

Deployment and Result

It took just two weeks to fully install and implement Opsview into AXA's IT estate, allowing a little more time for full customization. Opsview has successfully improved AXA's overall visibility of their IT infrastructure, creating further opportunities for reporting and insight into availability and performance of application components.

About

Created in January 2002, AXA Technology Services provides AXA Group companies with high-quality IT and telecommunications infrastructure management services. Essentially, they are AXA's in-house service provider. As such, they apply their expertise and energy to improve operational effectiveness and help AXA people to get the most out of their IT infrastructure.

Their monitored environment consists of over 650 hosts and approximately 10,000 service checks, spread over two data centers in Germany and multiple smaller sites in Belgium.

Industry: Financial Services
Location: United Kingdom
Employees: 10,500
The Need for Opsview

Initially, AXA Technology Services were looking to improve their overall IT infrastructure availability and application performance. The scope of the requirement was to monitor application and middleware health; they also needed to be able to report at a component (host/service/database) level, including capacity management.

AXA Technology Services had been experiencing difficulty in not being able to see the availability of their services, owing to the use of cumbersome basic tools and plugins. Previous solutions had little flexibility and the integration of the monitoring tool with the core servers and OS monitoring was not sufficient, as it lacked both reporting and automatic provisioning.

AXA Technology Services required a solution to provide monitoring across their entire IT infrastructure.

This included Linux, Windows and some AIX servers (mostly, but not only, at the layer above the operating system), application services on hosts, Web services (both clustered and on individual servers), Apache HTTPD, Squid, log files of all kinds, J2EE middleware (Weblogic, JBoss, Tomcat, WebMethods, etc. - via JMX), IIS, SharePoint, MQ Series, Exchange, database connectivity between servers and databases, NetApp NAS filers, PeopleSoft, RightFax, Layer7 security appliances, Oracle, DB2, Teradata and MSSQL databases (business queries only, no technical monitoring).

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Why Opsview?

AXA Technology Services evaluated many alternative monitoring solutions of various software providers and various Nagios set ups, but these either did not provide the functionality required to build templates or configure the UI or AXA experienced a cumbersome installation process and slow performance issues.
Deployment and Result

Opsview has successfully improved AXA’s overall visibility of their IT infrastructure, creating further opportunities for reporting and insight into availability and performance of application components, thereby enabling their customers to more readily identify areas for improvement. The keywords feature was a fundamental reason for choosing Opsview and enables AXA Technology Services to provide application-centric views and go beyond individual server monitoring, including building cluster aware and infrastructure-wide monitoring provisions within the business.

Opsview’s REST API allowed the easy migration of hundreds of NAS monitoring and capacity management services to Opsview, and will become more essential as AXA’s monitoring services become increasingly standardized and eventually, fully automated.

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.

Try Opsview at www.opsview.com