Active Network

Active Network is a worldwide leader in activity and participant management industry.

The Need For IT Monitoring

Managing one of the largest events networks in the country can be quite daunting. This in combination with a global infrastructure of six data centers, multiple PCI zones, and nearly 3000 hosts to manage, Active Network needed an extremely extendable and easy to use solution for their infrastructure set.

Why Opsview?

One of the biggest reasons for Opsview was the uncomplicated implementation process and the completeness of the product. Having everything not only in one system, but also in one single pane of glass, was exactly what Active Network needed to manage their expansive global IT infrastructure.

Deployment and Result

After a successful implementation, Active Network was able to see a direct positive result from switching to Opsview. Easily distributed architecture with the use of slaves and clustering has allowed Active Network to become more efficient at detecting problems across their entire global network while keeping their costs minimal.

About

Active Network is a worldwide leader in the activity and participant management industry. Powering all different kinds of events ranging from large conferences to family reunions, Active Networks automates and simplifies event management for organizers.

With multiple different products and features, Active Network manages the largest network of events and participants in the world. Based in Dallas, Texas with a global presence of over 55,000 organizations worldwide and 90 million transactions annually, Active Network aims to make the world a more active place.

Industry: SaaS
Location: Dallas, TX
Employees: 1,000-5,000

The Need for Opsview

Managing one of the largest events networks in the country can be quite a daunting task. This is the undertaking of Active Network as a company who helps activity organizers automate, simplify and grow their business while providing insightful data in order to fuel that growth. Active Network not only delivers distinct software solutions that handle specific organizer needs, but also connects their solutions to an industry leading enterprise level. Ultimately, the task in which Active Network prides its foundation on is the ability to deliver more technology to more organizers more efficiently.

With that end goal in mind and a relied upon technology business model that is empowered by a global infrastructure of six data centers, multiple PCI zones, and nearly 3000 hosts to oversee, Active Network needed an extremely extendable, scalable, and easy to use solution for their infrastructure platform.

Previously, Active Network employed a myriad of different monitoring tools to complete their needs. This inevitably caused quite a few headaches in the IT department. Consolidating their systems into one place was a major area of concern during both implementation and the continued use of the product.

The prior monitoring solution for Active Network required a considerable amount of time, energy, and needed large servers to run effectively. Switching out systems (while also maintaining the proper monitoring and uptime) would depend heavily on the implementation process and instant feedback from users of the product.

Why Opsview?

In an industry that evolves by the minute and moves extremely fast with an essential need for customer accommodation, Active Network made their search for a proper monitoring tool as a top priority. With professional responsibilities such as maintaining a scalable cloud platform and a sophisticated data infrastructure, the new monitoring system of choice had to comply with a number of different requests.

"We created a scorecard on a few different systems out there," said Jason Ward, Principal Software
 Architect, when mentioning how Active Network considered different monitoring solutions.
"Ease of administration, large maximum host count, agentless monitoring, templates, and
attribute based monitoring were all features that needed to be in the solution for us."

With such a structured solution process, Active Network was able to evaluate a number of different solutions in the space through both hands on trial experience and demos. They wanted to ensure that the solution was going to fit their needs due to the fact that consolidation was a dire necessity.
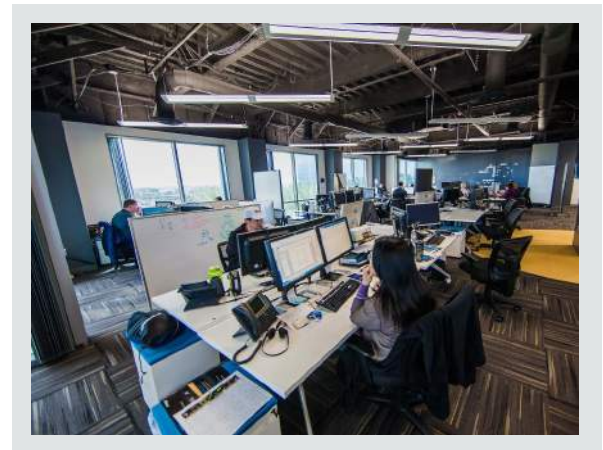
Ultimately, one of the biggest reasons for enlisting Opsview was due to its straightforward implementation process and the completeness of the product. Having everything not only in one system, but also in one single pane of glass, was exactly what Active Network needed in order to manage their expansive global IT infrastructure.

Deployment and Result

In regards to the official deployment of Opsview, Active Network noted the ease of implementation when bringing on the system, especially in regard to the Test Button feature which was a personal favorite of Active Network employees.

"My favorite feature in Opsview is definitely the Test Button. The Test Button helps in testing service checks with a simple click to ensure they are fully operational instead of having to completely re-examine all of the technical details. This saves a huge amount of time and effort during the implementation process" said Mr Ward.

After successfully bringing Opsview on board, Active Network was able to experience the direct benefits from switching to the monitoring software. Easily distributed architecture with the use of slaves and clustering has allowed Active Network to become more efficient at detecting problems across their entire global network while keeping their costs minimal.

Another positive result from implementing Opsview for Active Network was the utilization of Business Service Monitoring (BSM), which has saved an incredible amount of time in determining the root cause of IT problems and the most logical route of fixing any threatening issues.

This helps repair broken processes to allow for a proactive instead of reactive monitoring approach. Active Network plans on delving further into BSM and creating an internal roadmap for the future to make their monitoring even more efficient.

Ultimately, Opsview was able to become the central monitoring system for Active Network through a painless transition and implementation process.

For a company that is engrained in the concept of activity and event management, Action Network now has peace of mind knowing that Opsview is working 24/7 as a full scale monitoring tool for their IT infrastructure. "We wanted get the most bang for our buck", Jason added. "Overall, Opsview is a very good product."

"We wanted to get the most bang for our buck"
Jason Ward, Principle Software Architect

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