



Amaris

An international consulting group in technologies and management with more than 40 offices worldwide.

Amaris



The Need For IT Monitoring

Web 2.0 has changed the face of the Internet. However, unnoticed to most users is the even larger change in the IT infrastructure supporting it. To support similar business-critical systems used by millions of users, Amaris built a managed services platform in Austria. One of the challenges in such an environment is to monitor the services as they are in the process of scaling up and down.



Why Opsview?

Opsview Enterprise was chosen as a solution as it constantly monitors the servers and services Amaris are using to run their hosting platform. On top of this Amaris are also able to monitor the actual service that is running on top of the standard services. Amaris is able to correlate the business KPIs set by the client with the amount of resources they get from our platform.



Deployment and Result

Opsview Enterprise's reporting capability is especially important for Amaris' day-to-day business needs. Not only is it critical in enabling the team to analyse their own telemetry data over time but the team also use it to automatically generate and distribute customer specific reports to demonstrate performance against their SLAs.

About

Founded 2007 in Geneva, Amaris is an international consulting group in technologies and management with more than 40 offices worldwide. Relying on more than 750 employees, Amaris accompanies its customers in 3 main fields: their organization structure, their Information system and their technological field.



Industry: Service Providers
Location: Worldwide
Employees: 1000-5000



The Challenge

Web 2.0 has changed the face of the Internet. However, unnoticed to most users is the even larger change in the IT infrastructure supporting it. An online community can gain hundreds of thousands of new users overnight. For example, Facebook announced their 500 millionth user in the summer of 2010, after only six years of operation. The massive infrastructure powering such applications must be highly scalable and responsive.

To support similar business-critical systems used by millions of users, Amaris built a managed services platform in Austria. Using the latest virtualization technologies, Amaris can now deploy servers within minutes as demand rises, and remove them when demand fades. Such an elastic computing service means Amaris' clients don't have to make large investments up-front yet still have the flexibility required for their applications.

One of the bigger challenges in such an environment is to monitor the services as they are in the process of scaling up and down. "We quickly came to the conclusion that simply configuring servers statically wouldn't work anymore", says Arthur de Pauw, Technical Director. "A management solution was needed which could handle the addition and removal of servers and services on-the-fly. We also needed it to be integrated with our deployment process using open API's".

Solution

After a rigorous selection process, Amaris implemented Opsview Enterprise, the open source enterprise monitoring product, to do exactly that.

"User numbers are exploding. IT service providers are facing a challenge never seen before," says Arthur de Pauw. "The flexibility required to handle this growth is phenomenal. Only a fully automated system would be able to deploy and remove resources as quickly as we needed. Therefore, we selected an IT management platform that not only supported the 'classical' way of monitoring systems, but could look at service performance parameters as well. When these change, other systems and processes have to react."

Server monitoring at Amaris is used to observe hardware health and load over time. This triggers hardware maintenance tasks and upgrades. When certain thresholds are reached, an automatic procurement process is triggered to buy more hardware and to scale out the platform.



Solution

Their service monitoring is split in two parts. The first part is monitoring the default services like Apache, Tomcat or MySQL. The second is looking into the application and reporting the amount of users, the number of transactions and similar parameters. These parameters are the actual business metrics for the application run by the client.

Results

“Opsview Enterprise constantly monitors the servers and services we’re using to run our hosting platform. I’m sure that’s what probably everybody is doing but we also monitor the actual service that is running on top of the standard services, because that is what the end users are experiencing,” says Arthur de Pauw. “We need to correlate the business KPIs set by the client with the amount of resources they get from our platform. This translates directly into costs which can be mapped to users or transactions, or whatever KPIs are measured.”

“Opsview Enterprise’s reporting capability is especially important for us. Not only is it critical for us to analyse our own telemetry data over time but we use it to automatically generate and distribute customer specific reports to demonstrate performance against our SLAs.”

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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