



Atomic Data

A Managed Service Provider that identifies, designs, implements, and manages their customers' technology solutions



The Need For IT Monitoring

Atomic Data's biggest issues were focused around scalability, customization and support. Every time Atomic Data grew, they needed to re-configure an on-premise physical appliance or establish a VPN from a third-party to their remote environments. This added increasing complexity and compliance risk with reconfiguration, a problem that needed solving.

Why Opsview?

Hearing of Opsview through word of mouth, Atomic Data quickly did their research and discovered that Opsview possessed a maturity that other tools simply did not have. There was also room for scalability with a pricing structure and product they could really grow into.

Deployment and Result

Atomic Data deployed Opsview to monitor the services provided to clients, internal facilities, and the networks and services of individual clients. Opsview also monitors other monitoring systems within their infrastructure and is now considered the cornerstone of their monitoring abilities.

About

Atomic Data is a Managed Service Provider that identifies, designs, implements, and manages their customers' technology solutions. With deep roots in data center technology, Atomic Data provides a proven infrastructure combined with unrivalled, local 24x7x365 support and monitoring.

Atomic Data's early investments in what's now called "the cloud" enable businesses of all sizes and verticals to leverage the power of the latest technology.



Industry: Service Provider
Location: Minneapolis, MN
Employees: 50-200



The Challenge

Atomic Data's biggest issues were focused around scalability, customization and support. Every time Atomic Data grew, they needed to re-configure an on-premise physical appliance or establish a VPN from a third-party to their remote environments. This was continuously adding elements of compliance risk and complexity to setting up new sites and changing established configurations. User interfaces were also not designed for easy hierarchical or tag-based management, turning main screens into dizzying messes during multi-customer events.

Managing the diversity in Atomic Data's monitored locations and customizations needed for complete monitoring was also challenging. All existing systems provided host templates that were difficult to change globally and made tracking and reporting on custom thresholds a chore. Writing custom checks couldn't even be considered, since there was no interface and new checks would take weeks for their previous monitoring company to integrate into their release cycle.

Atomic Data needed a fully flexible and configurable monitoring tool which could monitor 1,100 devices split over 100 sites. Sixteen servers were needed to handle administration, while databases and multiple slave clusters in multiple internal and customer locations were used to handle the load of monitoring and email notifications.

Why Opsview?

Atomic Data stumbled across Opsview through word of mouth when it came up in conversation while attending a post-implementation demo for another monitoring system. They asked their peers what other tools they had thought about, and Opsview kept coming up. By the end of the demo, Atomic Data had found Opsview's website, downloaded and begun installation.

Atomic Data explains that "Opsview seemed to have a maturity other tools didn't and a price that we could grow into, rather than make a huge up-front purchase. Other products weren't as convincing in their abilities in handling multiple sites and distributed nodes, which we needed to compensate for the large number of customers we had with overlapping private IP addresses."



Deployment and the Result

Initially Atomic Data's goals were multi-faceted, as they needed to monitor a vast variety of network devices, switches, firewalls, virtual networks and more! Atomic Data deployed Opsview to monitor the services provided to clients, internal facilities, and the networks and services of individual clients. Opsview also monitors other monitoring systems within their infrastructure.

"We consider Opsview to be the cornerstone of our monitoring abilities. We use it to monitor our other monitoring systems because it tends to be the most reliable," Atomic Data explains. "Software updates have been nearly seamless. Support has been excellent in identifying underlying issues and providing patches or fixes."

In summary, Opsview has vastly improved the overall quality of Atomic Data's monitoring capabilities. This includes pre-packaged plugins, as well as community-sourced and in-house development of monitoring in almost any language. This has given Atomic Data the flexibility to extend and tune Opsview far beyond any previous installations of their legacy monitoring solutions.

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

