



Cambridge University Press

Cambridge University Press provides access to over 45,000 academic books and journals



The Need For IT Monitoring

Cambridge University Press provides access to over 45,000 academic books and journals, available in print, digital and online formats. In addition to ensuring online and digital resources are available 24/7, the team also supports internal services such as email and file sharing - without which, the press couldn't function effectively.

Why Opsview?

The Press needed a monitoring tool that would provide an in-depth, single view of all areas of the IT estate. They also required a platform that would offer easy to access, clear reporting and a user-friendly interface. this would help reduce the burden on staff as they managed the increasingly complex IT environment.

Deployment and Result

A natural upgrade to Nagios, offering increased functionality with a familiar user-friendly interface, which would drastically reduce the disruption time of implementing a different solution. Opsview gave a view of how services were performing as a whole, instead of having to look at different components separately.

About

Cambridge University Press dates from 1534 and is part of the University of Cambridge. The Press furthers the University's mission by disseminating knowledge in the pursuit of education, learning and research at the highest international levels of excellence.

Playing a leading role in today's global market place, Cambridge University Press has over 50 offices around the globe, and distribute products to nearly every country in the world. They publish titles written by authors in over 100 different countries.



Industry: Education
Location: Cambridge, UK
Employees: 1,000-5,000



The Challenge

Over the past ten years, the Press' online and digital content has grown at a rapid pace, which has demanded a significant expansion in the IT infrastructure. Faced with an increasingly complex server estate, which now consists of 100 physical and 250 virtual machines, the team of eight IT staff were using multiple monitoring tools and struggling to manage the infrastructure efficiently.

With so many end users reliant upon their services, Cambridge University Press is also under intense pressure to meet its SLAs. That challenge was made more difficult by the lack of cohesion in its IT monitoring.

If there was a performance issue with, for example, email, the team would need to log in to the monitoring tool for each component of the email service – from the server to the network itself. This was a time consuming task and meant the team spent too much time trying to find the root of the problem,

Solution

Having identified the challenges and outlined the specifications for the required solution, the Press began to look for a monitoring tool that would provide an in-depth, single view of all areas of the IT estate. They also required a platform that would offer easy to access, clear reporting and a user-friendly interface, to

rather than focusing on solving issues and making infrastructure changes to prevent future problems.

"As our IT environment became increasingly complex, it outgrew the existing approach that was in place for monitoring its performance," explained Andy Mell, Head of Infrastructure and Support at Cambridge University Press.

"Our team of IT administrators has been under increasing pressure to cope with this rapid growth, and the fragmented approach to monitoring simply took up too much of their time. What we needed was a single tool that could act as an umbrella for all the various systems, bringing together all the information in one, easy to access dashboard that could help us to understand overall performance. Despite the limitations in its functionality, the ease of use provided by our existing monitoring tool, Nagios, was a key benefit for us, and as such, it was also important for any proposed new solution to provide this aspect."

reduce the burden on staff as they managed the increasingly complex IT environment.

After evaluating a number of monitoring tools, the organization chose to implement Opsview Enterprise to provide this consolidated real time view of



IT performance. Opsview Enterprise provides network, IT, server, application and cloud monitoring. The software also provides the easy to navigate dashboard that the organization requires and helps ensure it is meeting the needs of its end users.

"Opsview was the natural choice for us for a number of reasons," Mell added. "Firstly, it is built on Nagios so concerns about moving to a less familiar system were alleviated instantly.

Results

Following a smooth implementation period lasting only three weeks, the Press now has a more accurate view of IT performance. With a single view of the entire IT estate, the IT team is able to react to potential problems much faster than before. This reduces the risk of problem escalation and service downtime and, ultimately, helps the organization to meet its SLAs with end-users.

With the new platform pulling together information from all of the various monitoring tools, the team has a central navigation point to pinpoint where a problem lies. They then utilize the relevant monitoring tool for that element of the infrastructure in order to dig deeper and solve the issue. With the time this saves, the team can focus on improving and managing IT rather than hunting through various monitoring tools to identify an issue.

We saw Opsview as being a natural upgrade to Nagios, offering increased functionality with a familiar user - friendly interface, which would drastically reduce the disruption time of implementing a new system.

On a more fundamental level, we were confident that the software would provide exactly the right level of insight we needed – giving us a view of how services were performing as a whole, instead of forcing us to look at each component."

In addition to improving problem resolution and improving efficiency, Opsview's reporting tool has been of particular benefit to the organization. Offering the ability to generate historical performance charts from across the IT estate, the tool has allowed Cambridge University Press to further assess performance. By analyzing such data, the organization can assess previous issues and, if needed adjust processes or the IT infrastructure itself to ensure such problems can be prevented or at least dealt with more efficiently.

"We've been delighted with the successful implementation of Opsview Enterprise and the results that we've seen from it so far," explained Mell. "Ultimately, what we needed was a tool that would enable us to support our IT infrastructure as it continues to grow and improve, and that's exactly what Opsview Enterprise provides."



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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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