

# Simple, Scalable, Supported: Monitoring for the Global Academy

**Opsview Monitor helped Loyola University and IMD School of Business gain unified visibility into fast-growing infrastructure.**



## Executive Summary

IT organizations at top-tier global academic institutions like Loyola University in Chicago and IMD Business School for Management and Leadership in Lausanne, Switzerland, face many of the same scale, complexity, and availability challenges as enterprises – plus additional pressures to innovate, collaborate with diverse stakeholders, and manage a constantly-churning population of student end users and staff.

## Challenges

**Large, complex IT estates.** IT staff at Loyola and IMD maintain big, sophisticated infrastructure in multiple locations on behalf of large and dynamic academic, staff, laboratory/research, and student communities. The ability to get new things monitored easily is essential. Remote visibility is also a must, as is confidence that data won't be lost if communications to a remote site are temporarily severed.

**Shift to cloud.** As IMD System and Network Manager Charles Domenjoz says: "Like everyone else I know, we're migrating more and more workloads to the cloud, particularly AWS and Azure. We're also bringing online more SaaS based tools like Office 365, Onelogin and Salesforce." But since these new technologies can still go down, they need to be monitored. Not being able to do so – and quickly – can drag down innovation.

**Tool Sprawl.** Fast-changing tech has meant accumulating a growing suite of independent, non-integrated management tools. This proliferation adds significant complexity to already-complex environments, and the fragmented vision these tools collectively offer can make problem-solving more difficult and mitigations harder to coordinate.

**Tight budgets, low headcounts, imperative to innovate.** As non-profit institutions, budgets at Loyola and IMD are scrutinized carefully. Teams need to justify expenditures meticulously, control all costs, and maximize the utility of limited personnel, with finite time and skills.

## SUMMARY:

- LOYOLA UNIVERSITY, CHICAGO**  
 Is one of the largest Catholic universities in the United States - comprising six campuses in the Chicago area, a campus in Rome, and serving over 15,000 students.

- THE INTERNATIONAL INSTITUTE FOR MANAGEMENT DEVELOPMENT**  
 Based in Lausanne, Switzerland, with a satellite campus in Singapore, is one of the top three graduate schools of business, worldwide - serving about 8,000 students annually, from over 100 countries.

- CHALLENGES:**
  - Scale to gain unified insight on multiple locations.
  - Adapt to new technologies quickly, reduce tool sprawl.
  - Preserve plugin solutions evolved with Nagios®, without Nagios® limitations.

- SOLUTION - OPSVIEW MONITOR**
  - Multi-location, cloud-ready monitoring.
  - Nagios® plugin-compatible.
  - Distributed architecture.
  - Dashboards, BSM, customizable alerting and integrations with leading ITOM tools.
  - World-class support.

- BENEFITS**  
 By choosing Opsview Monitor, Loyola and IMD gained:
  - "Single pane of glass" visibility over multiple locations.
  - Ability to monitor almost anything quickly (including cloud).
  - Reduced tool-sprawl - Opsview does the work of many legacy tools.
  - Opsview support to solve monitoring problems: enabling IT focus on strategic priorities.



## Free Monitoring and its Discontents

IT staffs at Loyola and IMD had used Nagios® extensively for monitoring over several years. They'd developed expertise in Nagios® highly-functional plugin architecture standard, and evolved many custom monitoring solutions with this technology. But there were problems:

**Scale limitations:** Their free monitoring solution was unable to gracefully distribute across multiple locations while providing a unified view.

**Complex configuration and do-it-yourself automation:** Getting new things monitored was inefficient — requiring manipulation of complex configuration files and later, production of custom automation.

**Getting new things monitored was slow:** Arrival of new technologies meant spending time sourcing monitoring plugins of unknown quality from the community, or custom coding them. Anticipated moves to cloud were slowed because methods for monitoring cloud-resident assets needed to be procured, integrated, tested, and/or developed.

All this was naturally harder in the absence of proactive support.

## Enter Opsview Monitor

A better solution was found in Opsview Monitor — an enterprise monitoring platform that provided the scalability and features these institutions needed, while also supporting Nagios® plugin standards, preserving the value of existing customizations and speeding time to value.



As IMD's Domenjoz says: "We needed to be more serious about our monitoring and build a clean platform which could evolve with our growing environment and new software ... Nothing matched Opsview Monitor for ease of use, coverage of the technologies we use in our infrastructure, range of custom checks and the quality of its global support services."

## Benefits

**World-class support.** Opsview Customer Success turned out to be key to helping Loyola get the most out of its new investment. "It took us a while to understand how best to represent the hierarchy of nodes within our infrastructure within Opsview Monitor and configure alerting for different hosts. When we needed to ask for assistance, Opsview's expert customer success team have always been on hand to help us out."

**Gaining a unified view.** Opsview enabled "single pane of glass" monitoring of multiple datacenters (as well as cloud resources), providing the unified view that these staffs needed to deliver high quality of service and proactive support across distance.

**Better visualization tools.** Opsview Business Service Monitoring (BSM) is highly valued by the team at Loyola: it helps their admins and stakeholders visualize the state of resilient business services at a glance and understand impacts on availability caused by conditions at the infrastructure layer.

**Quick adaptation to new technologies, including cloud.** Both institutions are quick to acknowledge the value of Opspacks - Opsview-curated monitoring integrations that can be applied in minutes to monitor hundreds of popular applications and infrastructure components. Opspacks help these teams keep monitoring in step with innovation across their organizations.



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