

Cisco Global

One of the largest network equipment manufacturers in the world and a fortune 500 company.



The Need For IT Monitoring

Cisco has a large network which is based over an extensive area. All data needed to be placed in real time in one central location where it could be monitored. Cisco faced a challenge of integrating with an extremely large private cloud network.



Why Opsview?

Opsview's autodiscovery tool helped identify and map Cisco's network quickly. Visualization and Business Service Monitoring allowed for quicker response to any service interruptions. Distributed architecture decreased the strain of CPU usage on single boxes so monitoring could run in near real time.



Deployment and Result

Easy to use GUI lets entire department actively contribute to their network monitoring. Opsview's Business Service Monitoring tool allows Cisco to visualize which service will be impacted. Opsview also eliminated the lagging reload times which resulted in more secure real time monitoring.

About

Cisco Systems, Inc. is an American multinational corporation headquartered in San Jose, California, that designs, manufactures, and sells networking equipment. Cisco is one of the largest network equipment manufacturers in the world and a fortune 500 company. They are listed as #12 world's most valuable brands by Forbes.

Cisco currently monitors over 700 devices across 10 locations worldwide, including India, Prague, London and various locations across the USA.



Industry: Technology
Location: San Jose, California
Employees: 65,000



The Need for Opsview

Previously using Nagios, Cisco was struggling to get the system deployed across the globe. With multiple labs, development operations teams and developers dotted around the world, Cisco was looking for a tool which would allow them to combine their monitoring into a single dashboard.

It was imperative that the real time status of their IT infrastructure was displayed in one place. Being a networking company in the technology sector led them to the realization of the need for customizable dashboards and a flexible, intuitive monitoring solution.

Due to the critical nature of the business, Cisco needed to be immediately aware if something went wrong. With all this currently missing from their business, it meant Cisco needed to start looking at alternative solutions.

Deployment and Result

The actual installation of Opsview Enterprise was easy. Brian Wilson, a System's Engineer at Cisco reported. "Opsview was easy to get up and running, it didn't take long to fully install. To get a wide device base into the system took a bit longer, but this was due to the coordination of people in various locations, once this happened it was a breeze!"

Opsview has helped Cisco get a better overall picture of what's going on across the whole organization.

Cisco fundamentally required their entire global IT infrastructure monitored. This included their virtualization platforms and extremely secure, internal private cloud. Their development team had to be able to add devices and monitor them individually, in a multi tenant and secured environment.

Opsview Enterprise offered Cisco an integrated GUI and advanced auto-discovery meaning that configuration and migration would be very straight forward. The drag and drop dashboards would give Cisco the power to configure their monitoring in the best way that suited them. As Cisco's IT estate grew, Opsview would grow with them.





The rapid installation and deployment, combined with the easy to use GUI has made it easier for sysadmins who are not familiar with monitoring systems to add devices when need be.

Brian went on to talk about their previous system. "Nagios was hard to use, employees needed to know exactly what to do. Opsview has given them a GUI which they can just log on to and use without an in depth understanding."

Cisco faced a big challenge when their monitoring database and master server was running on the same box as the web interface causing the system to run really slow. This meant reloads were taking longer and the GUI was less responsive. After contacting Opsview support they moved to another box and everything has been working as expected ever since.

Brian Wilson commented "So far support has been great! Every time we've had a problem, support has got back to us quickly and found a solution. Deployment support has been really helpful and showed us better ways of doing things every time."

Cisco is now able to fix issues before they become a problem. They are now proactive as a department which extends to the business as well. Opsview's Business Service Monitoring tool has had huge benefits by allowing Cisco to visualize which service will be impacted and running checks on who has actually been affected. It's given them a quick overview to see who's having a problem at that exact time instead of a general overview of who's using what. Brian said "Here at Cisco we can already see big benefits from switching to Opsview".

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

