



Cornell University

Founded in 1865, Cornell is a leading private institution of higher learning located in Ithaca, New York



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The Need For IT Monitoring

Cornell University is migrating from departmental IT control to a central IT department control. Furthermore, on campus and off site servers all require 24/7 performance monitoring. The University needed to work with Cornell's existing component based tools such as Oracle's Enterprise Manager to provide a single view within a new centralized IT department.



Why Opsview?

Opsview has the ability to leverage the community for value-added support. A Well-developed REST API gave the ability to integrate with current systems and even other monitoring tools. Greater reassurance with IT staff can be provided by 24/7 monitoring through Opsview's mobile app.



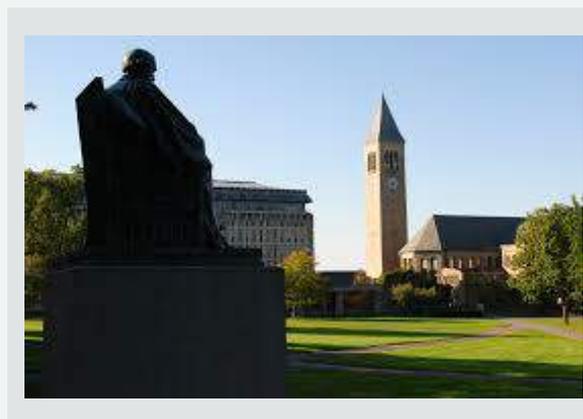
Deployment and Result

Cornell University has been able to build a much more complete picture of its IT infrastructure. It is now able to deliver an enhanced IT service to its staff and students. By having greater visibility of its IT environment, the central IT department now has a much clearer view of which servers are running at optimal capacity.

About

Both a private university and a land-grant institution of New York State, Cornell is the most educationally diverse member of the Ivy League. On the Ithaca campus alone nearly 20,000 students representing every US state and 120 countries, choose from 4,000 courses in 11 undergraduate, graduate and professional schools.

Cornell University is ranked 4th in the world in producing graduates who go on to pursue PhDs in engineering or the natural sciences at American institutions, as well as fifth in the world in producing graduates who pursue other types of PhDs at American institutions.



Industry: Education
Location: Ithaca, NY
Employees: 9500



The Need for Opsview

Over the years the University's IT infrastructure had grown considerably, in part due to it being procured and managed at a departmental level. However, like many educational institutions, it was now looking to cut costs and do more with its existing IT assets. With that in mind, the University made the decision to bring the management of its IT under the control of its central IT department. The University's central IT infrastructure comprises more than 1,400 physical and virtual servers which support a number of vital functions. These include coursework, student support services and web hosting for all the University faculties. Key to the success of the University's ongoing IT management was ensuring that it had a highly-scalable and future-proof monitoring platform, which would provide a single view of its IT systems.

Why Opsview?

The new monitoring platform needed to work with Cornell's existing component-based tools to provide a 'single pane of glass' view of the University's operational IT monitoring. The new solution would also need to complement Oracle Enterprise Manager.

Most importantly, Cornell wanted the new solution to be open, to take advantage of plugins and integrations with other tools.

"We have multiple server sites, both on campus and off site, meaning it is vital that we are able to monitor their performance 24/7. In ensuring this, we can deliver uninterrupted IT services to our staff and students," said Mike Heisler, IT Operations Manager at Cornell University. "At the same time, the number of devices sitting on our infrastructure has grown rapidly in recent years; however, the cost of scaling up our existing IT monitoring solution was prohibitive. With that in mind we needed to invest in a solution that would be cost-effective, scalable, and provide us with the levels of customization we required."

After evaluating the products on the market, Cornell University opted to go with Opsview and its Enterprise IT monitoring product, which delivers enterprise-scale network, server, application and cloud monitoring. The software's easy-to-navigate dashboard pools information from other monitoring tools in use, enabling organizations of all sizes to quickly assess the performance of their IT.



“Several University departments were already using Nagios-based monitoring systems so from a user perspective it made sense for us to continue down the open source road. However, we found that Opsview was the only monitoring tool that ticked all the boxes when it came to scalability and delivering the levels of automation we required.”

“We were particularly impressed with Opsview’s well-developed API (Application Programming Interface) as it meant we could easily integrate it with our other monitoring tools,” added Mike Heisler.

Deployment and Result

As a result of deploying Opsview, Cornell University has been able to build a much more complete picture of its IT infrastructure. Consequently it has been able to deliver an enhanced IT service to its staff and students. By having greater visibility of its IT environment, the central IT department now has a much clearer view of which servers are talking to each other and what services are running where at any given time. For example, in the event of a power outage at one campus location, the IT department can now much more quickly identify what effect the outage might have on the rest of the University’s IT operations and mitigate against additional disruption.

Cornell University has also benefited from using Opsview’s mobile offering. By using Opsview Mobile, systems administrators have been able to monitor the performance of the University’s IT using their mobile phones. This has provided the University with greater reassurance as staff now have visibility of the environment from anywhere and at any time.



Looking ahead, the central IT department also plans to use Opsview to assist with its IT reporting. Currently reporting is an arduous task as reports are being generated from systems individually. However, by using Opsview’s reporting capabilities the University will be able to pull together reports on different aspects of the IT infrastructure in minutes.



“We have been very pleased with our deployment of Opsview to date. There had been some concern about running agents on our servers as we have had bad experiences in the past. However, as Opsview is being used so widely around the world these concerns were quickly allayed and it is now recognized as a valuable tool. As a result we are looking at using Opsview Enterprise to improve our IT reporting,” concluded Mike Heisler.

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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