

CreditCall

CreditCall is an award winning Payment Service Provider that provides payment gateway services



The Need For IT Monitoring

Their existing system was outdated and required extra functionality with fully distributed monitoring for over 200 servers and other equipment, distributed across locations in the UK and North America. They needed a monitoring system which offered a consolidated and consistent view across their entire IT estate.



Why Opsview?

Opsview provided competitive pricing combined with flexible reporting, easy-to-use dashboards, and the capability to monitor the entire infrastructure. Opsview's comprehensive customer support team, alongside the option of professional services, made it the ideal solution to improve CreditCall's monitoring capabilities.

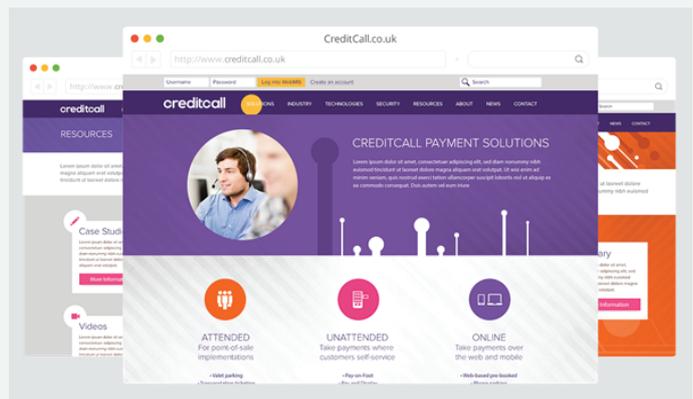


Deployment and Result

Distributed monitoring has allowed them to have a single, unified view over remote servers, equipment and networks - all from one primary location. They are now able to provide senior management with up-to-date reports and performance visibility of their business critical systems hash quickly and efficiently.

About

CreditCall is an award-winning company that provides payment gateway services for chip cards and magnetic stripe cards through a number of channels – from online and mobile, to attended and unattended environments. CreditCall's technology provides a flexible range of payment options and works across many industries including parking, vending, ticketing and retail in the UK, US, Canada and Europe. The company also develops and certifies software for Chip & PIN and Chip & Signature terminals that are deployed worldwide.



Industry: Finance
Location: New York and Bristol
Employees: 51-200



The Need for Opsview

CreditCall is well known in the payments industry for the availability and reliability of its technology and platform. Home-grown proactive monitoring systems enabled the company to monitor the overall availability of their IT infrastructure and business services. However maintaining this collection of monitoring systems became a challenge as CreditCall scaled its operations. Their existing Nagios system was outdated and extra functionality with fully distributed monitoring was required for 200 servers and other equipment distributed across locations in the UK and North America. They therefore needed a monitoring system which offered a consolidated and consistent view across their entire IT estate and which would offer a streamlined integration with a 3rd party help-desk system.

Why Opsview?

After re-assessing Nagios and performing extensive research and evaluating various other monitoring solutions such as Solarwinds, Opsview was chosen as CreditCall's preferred monitoring platform.

Opsview's competitive pricing combined with flexible reporting, dashboards, comprehensive support and the option of professional services made it the ideal solution to enhance monitoring capabilities within CreditCall.

Deployment and Result

CreditCall initially installed Opsview's open-source software and took out a free trial of Opsview Pro to test out Opsview's more advanced features. After assessing both, CreditCall decided to go with the feature-rich monitoring functionality provided by an Opsview Enterprise subscription.

Additionally, to ensure the setup and configuration went smoothly, CreditCall invested in Opsview's professional services to help with the migration from Opsview Core to Opsview Enterprise.



Since the deployment of Opsview, CreditCall have seen vast improvements in scaling their system as well as monitoring different locations. Opsview's distributed monitoring has allowed them to have a single, unified view over remote servers, equipment and networks - all from one primary location.

Opsview's dashboards also allow the team to have different views over the whole IT estate and business infrastructure. This in turn means that they are now able to provide senior management and directors with reports and visibility of the performance of their business critical systems.

"Opsview as a monitoring platform is very important to us and has really enhanced confidence in proactive monitoring across my teams" Jeremy Gumbley – CTO, Creditcall



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

