



InternetQ

A leading digital content and mobile marketing services company with operations spanning Asia, Europe, Africa and the Americas



The Need For IT Monitoring

InternetQ's IT environment consists of around 700 devices, distributed across multiple geographical locations. The IT team needed to enhance their monitoring capabilities to ensure potential issues within their IT infrastructure were identified before they impacted the business.



Why Opsview?

Opsview offered the ease of use, efficiency and visual representation they required; it also offered the capability to integrate their existing plugins – thereby ensuring that their previous knowledge around monitoring their systems was retained with the migration to Opsview.



Deployment and Result

The installation of Opsview Enterprise took just a few weeks and InternetQ immediately started to benefit from the integration with JIRA and the enhanced reporting functions. Opsview rapidly improved the quality of InternetQ's monitoring capabilities, suiting their needs perfectly.

About

InternetQ is a leading digital content and mobile marketing services company with operations spanning Asia, Europe, Africa and the Americas. It offers proprietary technology platforms to help mobile network operators, brands, and media companies conduct targeted, interactive and measurable marketing initiatives on mobile devices.

Its mobile value-added services include Akazoo, which allows consumers to purchase digital music content, MobiDialog, its platform for mobile operators to manage marketing campaigns and Minimob, a platform providing developers with advanced tools to cross-promote and monetize their apps.



Industry: Technology
Location: Worldwide
Employees: 50-200



The Environment

InternetQ's IT environment consists of around 700 devices, distributed across multiple geographical locations. The IT team needed to enhance their monitoring capabilities to ensure potential issues within their IT infrastructure were identified before they impacted the business.

InternetQ had previously been using Nagios and other proprietary solutions, but were having difficulty with reporting on their monitoring. They required a flexible solution that would give them visual alerts in an easy to understand framework which enabled them to use monitoring 'plugins' they had written specifically for their environment.

Previous use of Nagios had proved challenging as it was command line driven, which relied on specialist skills within InternetQ. The preferred system would make reporting data accessible to more people in the organisation, which would ultimately make the process of monitoring their infrastructure more efficient.

Why Opsview?

InternetQ required reporting on SLA's (Service Level Agreements) and having reviewed alternative products such as Nagios, HP and SCOM, they found they could not integrate their own plugins and therefore these systems did not meet all the necessary requirements.

Having researched various Nagios based products; InternetQ took out a trial of Opsview and after thorough evaluation selected Opsview Enterprise. Opsview offered the ease of use, efficiency and visual representation they required; it also offered the capability to integrate their existing plugins – thereby ensuring that their previous knowledge around monitoring their systems was retained with the migration to Opsview.

A further benefit of choosing Opsview Enterprise was the out-of-the box integration with JIRA – the support ticketing system already used by InternetQ.



Results

The installation of Opsview Enterprise took just a few weeks and InternetQ immediately started to benefit from the integration with JIRA and the enhanced reporting functions.

Opsview rapidly improved the quality of InternetQ's monitoring capabilities with Alen Stimec – Senior Systems Engineer, describing his experience as “Excellent, we developed quite a lot of in-house plugins and even our own windows agentless check.” Stimec went on to describe the quality of the software, “Opsview is performing as it should, we have configured various in-house checks which suit our needs perfectly!”

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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