



Schiphol Telematics

Schiphol Telematics (ST) is the network infrastructure provider for Amsterdam Airport and the surrounding area.



The Need For IT Monitoring

Schiphol is under constant pressure to ensure full 24/7 network performance, so an effective IT monitoring capability is a must to ensure that these mission critical services keep running. They had a segmented view of their network with no single view of performance across the various 1,000+ network elements, switches and access points.

Why Opsview?

Opsview could provide a consolidated real-time view of the performance of Schiphol Telematics network infrastructure. Opsview allows them to monitor all areas of their network and feed performance information into a single dashboard. The product is quick and easy to implement, simple to use, feature rich and cost effective.

Deployment and Result

Since implementation in September 2011, ST has been able to improve its delivery of network services to its customer base. The consolidated, streamlined monitoring Opsview provides has allowed for faster response to network problems and therefore improved the overall quality of the service provided to customers.

About

Schiphol Telematics (ST) is the network infrastructure provider for Amsterdam Airport and the surrounding area. The company is responsible for delivering voice and data services to over 500 customers including local retailers, offices and major airlines such as KLM. Amongst the critical airport operations reliant on Schiphol's IT services are air traffic control, payment systems and baggage handling systems. With this in mind, Schiphol is under constant pressure to ensure full 24/7 network performance, so an effective IT monitoring capability is a must have to ensure that these mission critical services keep running.



Industry: Service Provider
Location: Amsterdam, Netherlands
Employees: 100 +



The Need for Opsview

In recent years ST had seen its network environment grow increasingly complex. As different parts of the network were developed, each had been monitored using different proprietary solutions – such as IBM Tivoli's Netview, HP Openview and WhatsUp Gold. As a consequence, Schiphol was left with a segmented view of its network with no single view of performance across the various 1,000+ network elements, switches and access points. In addition to this lack of complete visibility, a further challenge facing ST was the need to consistently meet service levels promised to customers. For any network infrastructure provider, such SLAs are vital, but with the travel of millions of passengers reliant on the IT at the airport the pressure is increased.

Having visibility into its network is vital for managing the performance of services and subsequently demonstrating that SLA's have been met. Schiphol urgently needed to address their current network monitoring challenges by choosing a cost-effective product for today and that would securely scale to meet future requirements.

Why Opsview?

After considering a number of IT monitoring tools, ST chose Opsview Enterprise to provide a consolidated real-time view of the performance of its network infrastructure.

Ata Koycu, Senior Product Manager at Schiphol Telematics, explained, "Our network has grown significantly over the past few years and we had ended up effectively managing three different monitoring solutions. Rather than continuing with the segmented approach, we were looking to find one single solution that would provide a view of all areas of our network. This would give us the level of visibility needed to ensure that all our services were performing in line with business needs."

ST defined a detailed specification to help evaluate and select a new monitoring solution. It needed software that was highly scalable, and that provided a single view of the entire network through an easy-to-navigate interface. The performance of ST's own network dictates the IT performance of its customers. Therefore, a key specification of the new monitoring tool would be to alert Schiphol to any issue with its network. Schiphol would then be able to address the problem and remedy it in a timely fashion before it impacted on end users and customers.

Opsview Enterprise is a highly scalable, enterprise class software solution, that provides network, IT, server, application and cloud monitoring.



In the case of Schiphol, the software is being used to monitor all areas of the company's network and feed performance information into a single dashboard. The dashboard itself is designed to be easy to understand and navigate, meaning staff can easily and quickly gauge the performance levels of all network elements. In achieving this in-depth visibility, Schiphol can ensure the network infrastructure it is providing meets its customers' needs much more effectively.

In order to ensure the solution was implemented quickly and to best practice, an Opsview solution consultant worked on-site with the Schiphol Telematics team.

Deployment and Result

Since implementation in September 2011, ST has been able to improve its delivery of network services to its customer base. The consolidated, streamlined monitoring Opsview provides has allowed for faster response to network problems and therefore improved the overall quality of the service provided to customers. Across all areas of the network, the organization is able to track even the smallest issues. For example, there may be a minor problem with a switch that is resulting in higher volumes of network traffic. In this instance, with Opsview Enterprise in place, ST can quickly identify the problem and resolve it as quickly as possible with minimum disruption to end users.

Their aim was to design, implement and test the Opsview system prior to go-live. This ensured that the new system was in place and operating efficiently in time for the project's September target launch.

"Selecting Opsview was a straightforward decision; it's quick and easy to implement, simple to use, feature rich and yet cost effective. These attributes were critical as we can't ask air traffic control to shut down while we update our monitoring systems" explained Koycu. "We are delighted that we've been able to implement Opsview with no downtime or disruption to our customers."

"We are delighted with the results so far," commented Koycu. "With so many of our customers' critical business functions being dependent on our network, we are under pressure to deliver. Our old monitoring solutions were becoming more of a hindrance than a help. Opsview has quickly become a key tool for us as we try to deliver the best possible service. The easy to understand and navigate interface means we have an instant snapshot of our network performance. Simply put, with Opsview in place, we can be confident that all areas of the network are being monitored effectively. This lets us focus on managing our customers and ensuring they are happy with the service we're delivering."



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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