



Vision Critical

Vision Critical provides market research to over 600 global organizations including a third of the world's top brands.

VISIONCRITICAL®



The Need For IT Monitoring

Every month Vision Critical issues over 10 million survey invitations to its online communities through its cloud-based 'Sparq' software platform, which enables it to engage with respondents more effectively with rich visual and multi-media questions. With such a heavy reliance on IT for its service delivery, Vision Critical needs to ensure all elements of its infrastructure are performing at optimal levels at all times.



Why Opsview?

Vision Critical chose to implement Opsview Enterprise which provides a single, real-time view of network, server, application and cloud performance. The platform's easy to navigate dashboard pools information from all other monitoring tools in use, letting IT teams easily assess the performance of all areas of the environment, meeting a key requirement for Vision Critical.



Deployment and Result

With Opsview rolled out across the entire IT estate, Vision Critical now has the simplified view of its overall IT performance that it needed to ensure it can continue to deliver its essential engagement services for its customers. Opsview's user-friendly interface has also enabled the less technically experienced members of the team to begin using Opsview in next to no time.

About

Vision Critical provides a cloud-based customer intelligence platform that allows companies to build engaged, secure communities of customers they can use continuously, across the enterprise, for ongoing, real-time feedback and insight.

Hundreds of high-performance organizations use Vision Critical's technology, including Banana Republic and Yahoo.



Industry: Technology
Location: Worldwide
Employees: 500-1000



The Need for Opsview

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Vision Critical was already using a Nagios monitoring tool to keep track of its growing number of individual systems. However, Vision Critical also required an umbrella solution that could aggregate all of its monitoring data and provide a simplified and more transparent view of overall IT performance. Advanced reporting functionality and instant alerts for potential systems issues were essential if Vision Critical's IT team were to keep services up and running seamlessly.

Diraj Goel, Director of IT at Vision Critical explains, "Our whole business model is built around the online communities that we've developed and cultivated, so the performance of our IT infrastructure is paramount. However due to the intricacies of our IT systems, some hosted internally, others on third-party infrastructure; we essentially needed 20 different tools to monitor 20 different systems. This meant that we had to check each system individually, which was not only time consuming, but provided a very fragmented view of our overall IT estate. What we needed was a solution that could not only provide us with a simplified overview of our IT but also offer the required reporting and performance alert capability we needed."

Why Opsview?

Having considered several monitoring solutions, Vision Critical chose to implement Opsview Enterprise which provides a single, real-time view of network, server, application and cloud performance. The platform's easy to navigate dashboard pools information from all other monitoring tools in use, letting IT teams easily assess the performance of all areas of the environment, meeting a key requirement for Vision Critical.



Opsview also aggregates all systems alerts and provides the user with automated reports. This has significantly simplified the IT monitoring process and allows Vision Critical to pinpoint trends by analyzing performance data. Furthermore, Opsview provides instant SMS and email alerts, so Vision Critical is able to identify potential systems issues well in advance, remedying them before they impact on service delivery to end users and customers.

“What we really needed was a way to quickly identify potential IT issues,” added Goel. “Because of the complexities in our IT infrastructure, it was often difficult to identify the exact source of a performance issue. Opsview gives us a clear picture across the IT environment through a single dashboard. Because Opsview is built on Nagios, which our IT team has used to monitor individual systems for over a decade, it was clear that learning to use Opsview would not prove to be a challenge. There are a number of advanced monitoring platforms built on Nagios, but it wasn’t until we came across Opsview that we saw a solution that was so simple to use, with dashboards and reporting that are so easy to configure.”

Deployment and Result

With Opsview rolled out across the entire IT estate, Vision Critical now has the simplified view of its overall IT performance that it needed to ensure it can continue to deliver its essential engagement services for its customers. Opsview’s user-friendly interface has also enabled the less technically experienced members of the IT support team to begin using Opsview in next to no time. This means that all members of the IT team now have the essential performance data needed to keep Vision Critical and its operations running smoothly at their fingertips.

“We’ve already seen some fantastic results since implementing Opsview. The value of having Opsview keeping a steady eye on our systems behind the scenes cannot be underestimated in ensuring the constant availability of our services to our customers. We look forward to continuing to enjoy these benefits and more as Vision Critical and our IT infrastructure continues to grow in the future,” added Goel.

Try Opsview at www.opsview.com

