

Zenoss Core Implementation and Professional Service Support

Company

Securities Regulatory

Industry

Regulatory Authority

Country

India

Solution

Zenoss Core Professional Services for Implementation and Support

Technologies

Zenoss Core 5.X

Duration

On-going

Summary

Client is a regulatory authority. They wanted to proactively monitor and manage their network infrastructure, Servers and Applications ensure the performance of their Applications and Network devices in the Datacenter and remote locations.

Vision was to accelerate time-to-value and lower total cost-of-ownership by adopting Zenoss Core as monitoring services that is managed and supported by an outsourced organization, so that their internal IT team can focus on their core business issues. Verinon was selected for deployment of Zenoss Core Monitoring Solutions and providing ongoing support of Zenoss Core 5.X application for their network, servers, Applications and infrastructure monitoring. Business goal was to minimize their downtime and provide alerts when problems occur without consuming the time of their core IT personnel.

Challenges

The client wanted quick deployment of Zenoss 5.x core and to monitor and manage their network infrastructure, servers and applications. Rapid deployment and configuration and bringing all the devices under Zenoss Platform was essential. The challenge was to do rapid assessment, deployment, and configuration and start monitoring the large infrastructure base, with optimized alert notifications to provide better, faster support to their customers. In addition, they wanted to have custom monitoring parameters, events and basic reporting needs. They wanted solution to manage flood of events and make the Zenoss instance more efficient.

Client also wanted any incident to triggers and notifications automatically to alert the right team about service-impacting issues to their official emails to managed services to streamline operations and improve service to customers without dedicating or adding any of their existing technical personnel.

Solution

Verinon was selected for Zenoss implementation, support, manage and maintain Zenoss Core NMS platform. Verinon's team has provided implementation and ongoing support to the monitoring system for auto discovery of devices, network traffic stats, alert management, log monitoring and report generation, to optimize and improve the performance of the Zenoss Core. We provided support to monitor Application Servers, Database Servers, Server and Network Racks, Storage, Network Appliances like Router, Switches, Firewall, load balancer, etc. Added Servers and Network Devices use SSH, SNMP or WinRM. Discover system chassis, physical disks, temperature sensors, processors, virtual disks, memory cards, ports, fans and other key components. Discover blade enclosures and their management consoles, as well as the enclosure components and mapping of slots to blade servers. Monitor memory, throughout, disk utilization, power consumption, and processor speeds. Focus on monitoring file systems, network interfaces, CPU utilization, OS information, and installed software. Developed transforms for Network interface for all network devices to get exact threshold value, resolve SNMP-V3 configuration/issues for network devices. Provided backup and restoration scheduling methods via script. Worked on false SNMP events from Network devices. Once the system was stabilized, proactive monitoring was commenced, Verinon's team quickly put together best practice recommendations for best utilization of Zenoss Core and implemented the same. Currently this is an ongoing engagement and client is realizing the value of Verinon's involvement and value added.