

Zenoss Service Dynamics Implementation

Company

One of the largest wireless telecommunications provider in the United States. It operates a national 4G LTE network covering about 98 percent of the United States population

Industry

Wireless Telecommunication

Country

United States

Solution

Zenoss Service Dynamics Implementation

Technologies

Zenoss 4.2.5, Impact 5.X and Analytics 5.X

Duration

70 Hours

Summary

Our client was in need of a network infrastructure monitoring solution. They wanted to proactively monitor their network infrastructure by ensuring that the performance of their network devices in the Datacenter and remote locations would be stable. In addition, they needed to monitor network traffic & bandwidth utilization. This project involved Zenoss RM 4.2.5, Impact 5.X and analytics 5.X applications for monitoring and managing network resources and provide root cause analysis, analytics and reporting capabilities.

Challenges

Our client needed an alert or notification process in the event network resources failed or were not responding. Better alert notifications would provide better, faster support to their customers. In addition, they needed more automation for increased IT efficiencies. They wanted to transition from a “break/fix” model to managed services in order to streamline operations and improve service to customers. They wanted to do all of this without adding manpower.

Additional efficiencies required included the need of a single-point network monitoring solution for monitoring routers/switches remotely. They also desired higher network redundancy and business continuity. All of these requirements needed to be accomplished in order to maintain our client’s leadership position in the industry.

Solution

Verinon’s Zenoss services team was chosen to providers to implement and configure Zenoss 4.2.5 Service Dynamics utility to monitor their network infrastructure and performance. After deployment, the Zenoss 4.2.5 Monitoring system provided our client’s users the ability to automate the provisioning, configuration and monitoring of their IT infrastructure. Our team configured the monitoring system for auto discovery of devices, network traffic stats, alert management, log monitoring and report generation.

Zenoss implementation system methodology consists of:

- Zenoss Resource Manager Product Configuration.
- Zenoss installation, setup, and configuration
- Establish and configure monitoring criteria
- Model and classify a sample set of infrastructure devices, applications and databases
- Configure event management and alerting
- Configure syslog devices and define mappings/transforms
- Install and deploy Analytics Work with Client to set up system parameters, data retention policy, user access, etc.

- Allow for one to two weeks of data to be collected. Walk-through of the out of box reports
- Created an example for event transform and templates
- Install and deploy Service Impact and work with the Client to determine services to be monitored.
- Work with the client to determine service policies, created sample Impact service with up to ten (10) dependencies
- Verified that all knowledge transfer goals have been met.

About Verinon

Verinon Technology Solutions is a CMMi Level 3, ISO-9001 and ISMS 27000 Certified IT Services Company. We specialize in managing services, system integration services specifically around Document and Content Management, Collaboration, Business Intelligence, Data warehousing, Conversions and Interfaces/adapters, as well as custom development for clients globally. Verinon has been a Certified Partner of Zenoss since 2015.

Zenoss

Zenoss will work with Client to review monitoring needs of current deployment along with planned growth. This information will be used to size the Master/Hub/Collector configuration that will be required to support the Client's needs. An architecture recommendation document will be provided that will specify the infrastructure requirements for the deployment. Scalability and growth planning will be taken into account on the provided architecture and deployment documentation.

Zenoss Benefits

The implementation of Zenoss Service Dynamics provides unified monitoring and managing network resources for client. Monitoring system benefited following results to the customer:

- Zenoss provides ability to identify bottlenecks in advance, enabling them to foresee consequences, take action and mitigate risk well in advance
- Zenoss modernize data center facilities, infrastructure and applications
- Provides unified single-pane-of-glass management for monitoring the entire network
- Better connectivity and efficient monitoring solutions; it is now possible to manage factory production from a single point
- Access to real-time reports, as data is updated on centralized infrastructure, business continuity is ensured
- Created and configured custom transforms and monitoring templates for specific devices.
- Provided best practices for managing Zenoss application.
- Walk through for Zenoss Resource manager, Impact and analytics.

As per the client's constraint Zenoss Service Dynamics system accomplished expectation.

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