

# Zenoss Service Dynamics Implementation and Professional Service Support

## Company

One of the largest global provider of integrated information technology and digital marketing solutions.

## Industry

Business services

## Country

United States

## Solution

Zenoss Professional Services for Implementation and Support

## Technologies

ZSD 5.X

## Duration

On-going

## Summary

The Client is a largest provider of integrated information technology and digital marketing solutions to the automotive retail industry. They wanted to proactively monitor and manage their network infrastructure, Servers and Applications to ensure the performance of their Applications and Network devices in the Datacenter and remote locations.

This engagement involved Deployment of Zenoss Monitoring Solutions and providing professional support of ZSD 5.X application for their network, Servers, Applications and infrastructure monitoring. Business goal was to eliminate various other monitoring tools solutions and migrate resources to single unified monitoring solution Zenoss (ZSD).

## Challenges

Client wants to consolidate multiple monitoring tools in place to Single / unified monitoring solution Zenoss Service Dynamics. Rapid deployment and configuration and bringing all the devices under Zenoss Platform was essential. Challenge was to do rapid assessment, deployment, 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 uphold same custom monitoring parameters, events and reporting needs. They wanted solution to manage flood of events and make the Zenoss instance more efficient. Third party integrations to Log monitoring & analytics tool and Application performance tools was required for network redundancy ad business continuity within the scope of the engagement.

Client wanted to transition from previous “break/fix” model to managed services to streamline operations and improve service to customers without dedicating or adding any of their existing technical personnel.

## Solution

Client has engaged the Verinon’s Zenoss professional team to implement, support, manage and maintain Zenoss Service Dynamics NMS platform. Our team 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 Service Dynamics. We provided support for Integration of Splunk, Dynatrace, Opsgenie, developed transforms for Network interface for all network devices to get exact thresholds value, resolve SNMP-V3 configuration/issues for network devices. Provided backup and restoration scheduling methods via script, increased size for Docker and Serviced thin pool partitions. Worked on false SNMP events from Network devices. Once the system was stabilized, proactive monitoring was commenced, Verinon’s team quickly put together best practices recommendations for best utilization of ZSD and implemented the same. Currently this is an ongoing engagement and client is realizing the value of Verinon’s involvement and value added.