

Professional Services Deployment Assistance for Zenoss Service Dynamics

Company

Largest CRM Cloud & Computing Platform

Industry

Cloud Computing

Country

United States

Solution

Professional services deployment assistance for Zenoss Service Dynamics

Technologies

ZSD 5.X (RM, Impact and Analytics)

Summary

Client is the largest CRM cloud company, and wanted to implement Zenoss Service Dynamics as Unified Monitoring Solutions for their hyper converged infrastructure and to proactively monitor and manage their network infrastructure to ensure that the performance of their network devices in the Datacenter and remote locations is stable, in High Availability (HA) mode.

The engagement involved installation, setup, and configuration of Zenoss Resource Manager, Service Impact and Analytics Reporting and to provide product training and knowledge transfer on the installation process and guide designated resources to maintain their network and infrastructure by using Zenoss Service Dynamics 5.X application.

Challenges

Client wanted offline installation of Zenoss deployment per their governance issues and needed remote collectors to be deployed. LDAP was to be configured for multiple connectors and resource pool on remote infrastructure and added to resource pool. Challenge was to deploy the ZSD in HA mode, with remote collectors and to monitor the large infrastructure base, with optimized alert notifications to provide better, faster support to their customers. In addition, they wanted a solution to manage flood of events and make the Zenoss instance more efficient.

Solution

Client has engaged the Verinon's to provide professional services deployment assistance for Zenoss Service Dynamics. Our team provided Architectural Review and Recommendations, provided installation and deployment of Zenoss Resource Manager 5.x, Service Impact and Analytics Solutions. We have modelled and classify a sample set of infrastructure devices, applications and databases. Configured event management and alerting for client resources. Configured event forwarding with SNMP, provided knowledge transfer for managing and maintain ZSD utility. Trained client designated resources on Service Impact and Zenoss Analytics once the system was stabilized. Our team quickly put together best practice recommendations for best utilization of Zenoss Service Dynamics and delivered same.