

## Upgrading Zenoss Service Dynamics

### Company

Our client processes almost a quarter of U.S. mortgage applications. The services are based on a software as a service model (SaaS) that streamlines and automates the process of originating and funding new mortgage loans and facilitating regulatory compliance.

### Industry

Technology Application Software

### SolutionSummary

Our client selected Verinon's to upgrade their existing monitoring system and provides the best practices to monitor their network infrastructure.

### Technologies

Zenoss 4.2.1 to Zenoss 4.2.5. And Zenoss Service impact and Analytics solution.

### Summary

Our client required Verinon's professional services for the upgrade of their Zenoss version 4.1.1 to Zenoss version 4.2.5. Our client was in need of an infrastructure monitoring solution that would monitor their servers and network infrastructure to minimize their downtime and provide alerts when problems occur.

### Challenges

Our client wanted to make use of the available Analytics reporting and services impact features offered in Zenoss 4.2.5.

Our client's network delivers communications to site operations in very difficult to reach locations. Network vulnerabilities and problems are difficult to diagnose and rectify with some locations unable to be accessed at times due to severe events. Communications are extremely important to the business such that, should communications cease due to a network fault or other issue, operations might cease all together.

### Solution

Our client selected Verinon's as the service provider to upgrade their existing Zenoss platform. The Verinon team implemented Zenoss 4.2.5 monitoring system and migrated their existing device components from Zenoss 4.2.1 to 4.2.5. In addition, our team implemented the Service impact module for monitoring services and providing root cause analysis. Lastly, the Verinon team implemented the Analytics reporting capabilities in order for our client to generate enhanced reporting.

### Zenoss upgrade service methodology consists of:

- Implementation and configuration of Zenoss 4.2.5 service dynamics.
- Resource Manager Installation, setup, configuration and walk-through
- Zenoss Impact and Analytics Installation, set up and configuration
- Model and classify a sample set of infrastructure devices, applications, and databases
- Configure event management and alerting, configure syslog devices and define mappings/transforms
- Export and import device information from 4.1.1 to 4.2.5
- Configure 4.2.5 to run in parallel with 4.1.1 for the transition
- Verify business requirements are met
- Creation of monitoring templates, Data Source and Data Points.

## About Verinon

Verinon Technology Solutions is a CMMi Level3, 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 Advantages

Implementation and upgrade Zenoss Service Dynamics provides monitoring and managing network resources for client. They can avail features like root cause analyses, alert, notification, analytic reporting capabilities etc. In addition the following results were achieved by the customer:

- Zenoss has allowed to operate and manage network health and critical issues more effectively. With a real-time view of data, the company can easily access multiple data sources from the one location.
- Zenoss gives an end-to-end view of Server and network infrastructure in the one location.
- Streamlined the reporting process, saving a lot of time and ultimately costs.
- Created and configured custom transforms and monitoring templates for specific devices.
- Configured test cases for service impact view.
- Provided best practices for managing Zenoss application.
- Walk through for Zenoss Resource manager, Impact and analytics.

As per the clients requirement proposed upgrading existing monitoring system and migrated all devices from old monitoring system was achieved by Verinon.

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