

# SUCCESS STORY: OmniPresence

## Managed Service Provider Ensures Systems Uptime for its Customers

### Overview

**Challenge:** With a growth rate of 800% over two years and plans for continued expansion, OmniPresence needed to quickly implement a solution to remotely monitor and manage systems performance and uptime of its customers' network and equipment.

**Solution:** OmniPresence selected Zenoss for its speed of deployment, ease of use and maintenance, strong technical support, scalability and affordability

### Business Value:

†KV\_` dV\_RS]MU @^ \_ZcVdV\_TV e` VdRS]ZY R\_U ^ We dVcgZV [VgV] RxcW^ V\_ed with its customers.

†KV\_` dYV]aVU @^ \_ZcVdV\_TV ac` RTeZ]j UVe/TeaVdWc^ R\_TV Zdf Vd h` c]Uh ZUV before they impacted users.

†=Z\_fi SRdVU KV\_` d]ac` gZUV R W]j] WRf dVU j VeRWWdJRS]V :E ^ R\_RXV^ V\_e d` ]feZ \_ Wc @^ \_ZcVdV\_TV dYVeVc` XV\_V` fd:E V\_gZ` \_^ V\_eV]Z^ Z\_ReZ\_X eV \_WU to deploy multiple solutions and allowing them to monitor remotely.

†KV\_` d]ac` gZUV RaRZ\_]VdUva] j ^ V\_eR\_U h RdVRd] e` Vi eV\_U eYc` fXY customization helping to meet OmniPresence's unique requirements.

### Managing Growth

@^ \_ZcVdV\_TV RaaVRcVU` \_ :\_TZ&!` d]Ze` WY2^ VcZTRd 7RdVc8c` h ZXAcZRV 4` ^ aR\_Zd%Z` #!` (ZH ZY R e` ]jVRcXc` h eY` dRv` WY!!` " R\_U a]R\_dWcT` \_eZ\_fVU global expansion, OmniPresence needed to put a remote monitoring solution in place quickly.

### AT A GLANCE

**OmniPresence**  
Marlborough, MA  
[www.omnipresence.com](http://www.omnipresence.com)

**Industry:**  
EVM^ ^ ^ f\_ZReZ`\_d > R\_RXV  
Service Provider

**Year Founded:**  
2002; Privately held

**Number of Customers:**  
Over 200 worldwide

**About OmniPresence:**  
OmniPresence is a leading global provider of affordable video, audio, and web conferencing collaboration solutions that enable organizations to reduce travel costs while increasing productivity. Small to large business and educational, medical, legal and government institutions benefit from their technological Vi aVcZV R\_U ]RUZ\_X]VUXV enterprise conferencing solutions.

#### OmniPresence's Key Initiatives with Zenoss:

- † :^ a]V^ V\_eRdTR]RS]V d` ]feZ` \_ capable of monitoring a heterogenous environment
- † CV^` eV]` ^` \_Z` cR\_U ^ R\_RXV its worldwide customers' network and equipment
- † :\_TcV]V Tf d e` ^ Vcd` productivity by ensuring systems uptime

“Be there without going there”

OmniPresence provides its customers the ability to manage audio, video and data systems design and integration. This management solution that would monitor not just their internal network and equipment, but all their customers' remote deployment at customer sites, and would have to be customizable to fit many different configurations.

We can be there without going there," said Wing.

Central Dashboard Visibility

OmniPresence deployed Zenoss and began monitoring their internal and customer infrastructures.

in the support center for visual notifications, as well as message notifications going to our entire support team. This resulted in increased customer satisfaction.

responds quickly and reliably, just as we do to our own

Zenoss Benefits for OmniPresence

- Benefits of Zenoss for OmniPresence, including improved monitoring and management capabilities.

“We deployed Zenoss in less than one hour.”

Chris Sanford, Director of Technical Services

“We considered both proprietary and open source solutions, and allotted one hour to evaluate each. If we couldn't download it and get it up and running in one hour, we moved on to the next solution on the list. We had Zenoss up and running in less than an hour, and our technical teams gave the product rave reviews for functionality, scalability and stability.

It was an easy choice to go with Zenoss. Not only is the product great, but their support team is top-notch, responds almost immediately to inquiries and will go the extra mile to make sure you're 100% comfortable with the product. With Zenoss we get highly technical R&D and support together.

Zenoss enables us to be proactive with regard to our customers' network infrastructure problems. Using Zenoss we know about the problem before the customer does, and in most cases resolve the issue before it affects their business.”

www.omnipresence.com