

SUCCESS STORY: OpSource

Managing SaaS Environments for On-Demand Customers



Overview

Challenge: OpSource needed to drive costs out of its business while simultaneously expanding its value-added services to customers. The company recognized that IT management was too resource intensive given its current solution and sought a new one that was easier to use, had deeper out of the box functionality, integrated with complementary systems and applications via standards-based APIs and allowed them to develop entirely new customer offerings to differentiate them from their competition.

Solution:

- † 2fè 5Zf gVj
- † Dj dèV^ dR_U2aa]ZReZ _d> ` _Zè cZ_X
- † Ac` TVdd> ` _Zè cZ_X
- † 6gV_e> R_RXV^ V_e
- † CVa` œZ_X

Business Value:

- † KV_` ddYV]aVU@aD` fctV SVT` ^V` ^` dV ac` UfTeZV h ZY Zed Z d/c_R] dèRW/ ultimately reducing costs and driving higher margins.
- † H ZY RdZ_XV dVR] eZ` V gZ/h ` WR]] Tf dè` ^VcV_gZ` _^ V_e d@aD` fctV aVcd` __V] have been able to identify and resolve server, application and network issues much faster, before customers are impacted.
- † @aD` fctV UVgV]` aVU Tf dè` ^ TRaRSZ ZVdZ` KV_` dd eYReRcV V_RS]Z_X dèVZ: customers to analyze their infrastructure and application usage much faster and more directly, differentiating them from other service providers.

AT A GLANCE

OpSource

HQ: Santa Clara, CA
www.opsources.net

Industry:
SaaS / Applications Hosting

Year Founded:
2002

Number of Customers:
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About OpSource:
OpSource,™ the SaaS delivery experts, is focused on providing the operational infrastructure and application services that enable companies to offer web applications on-demand and software as a service.

OpSource's Key Initiatives with Zenoss:

- † :^ ac` gV Z d/c_R] VMTZ_TZ/d
- † CVUfTV T` dèd
- † 5 VèTeR_U dVd` JgV a` eV_eZ] systems and applications issues more proactively
- † 5 VgV] a V_eZV]` _Vh gR]FV] added customer offerings, leveraging deep in-house knowledge

Previous Solution Used:
CVU 9Rè

