

SUCCESS STORY: Coleman Technologies

Delivering Specialized Services to Customers



Overview

Challenge:

Coleman Technologies identified several areas that it could provide high-value, differentiated services to its managed services customers, but its existing IT monitoring solution lacked the functionality and open flexibility necessary to capitalize on the opportunity.

Solution:

- † Deployed Zenoss Open Enterprise Management to monitor and manage IT infrastructure across multiple data centers.
- † Automated incident response and alerting to reduce mean time to resolution (MTTR).
- † Implemented a centralized dashboard for monitoring and reporting on system health and performance.
- † Enabled proactive monitoring and alerting to prevent downtime before it starts.
- † Integrated Zenoss with existing IT management tools to provide a unified view of the IT environment.

Business Value:

- † Increased system uptime and availability by 99.999%.
- † Reduced incident response time by 50%.
- † Improved customer satisfaction and loyalty by providing proactive monitoring and alerting.
- † Reduced operational costs by automating routine tasks and reducing manual intervention.
- † Enabled new service offerings and revenue streams by providing differentiated services to customers.

AT A GLANCE

Coleman Technologies

HQ: Orlando, FL
www.ctiusa.com

Industry:
Managed Service Provider (MSP)

Year Founded:
1995

About Coleman:

Coleman Technologies provides information technology and systems engineering services to its customers around the world. Through its partnerships with leading technology companies such as Cisco, and its experienced delivery team, the company provides complete, integrated solutions to its customers, including: unified communication solutions, network security, wireless networking, IP-based physical security solutions, IP-based digital media solutions, large scale storage, backup, and disaster recovery solutions, and large scale design, implementation, and operation of network-based IT solutions including remote network management.

Coleman's Key Initiatives with Zenoss:

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Previous Solution Used:

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Building on strong aerospace systems engineering experience, Coleman Technologies' highly skilled staff can interpret and design systems and services that meet competitive advantage in the area of systems monitoring and management, the company identified several new capabilities it wanted to offer customers, but could not with its existing IT management solution, which lacked out of the box functionality and open flexibility.

As it set out to find a new product, the Coleman evaluation team knew IT management solutions offered by the Big 4 vendors were not designed to operate in a service provider environment. They were not effective at monitoring and managing a diverse set of heterogeneous devices and they could not display all customer devices individual customers or device types. Coleman also knew that it could not meet its primary goal of developing specialized capabilities with a proprietary tool.

"We could have probably paid a large vendor to build out the specialized capabilities we wanted, but it would have waited a year or more to see if the capabilities made it into the core product. We didn't like either option."

Therefore, the Coleman evaluation team came up with a short list of solutions from open source vendors.

"We knew by adopting an open source IT management solution, we could leverage our deep in-house knowledge to configure it exactly the way we wanted, even build out new capabilities where needed," continued Winter.

After a 1 month evaluation, the company selected Zenoss.

As a first step in its deployment, Coleman Technologies used Zenoss to detect and catalog all of its managed service devices. It then applied a core set of monitoring and management rules across its entire customer base through a centralized dashboard, the Coleman team monitors all customer environments and receives alerts the Zenoss event logs to isolate root causes and resolve issues. The result is more timely issue resolution and better management of service level agreements.

Zenoss also allows Coleman to logically monitor and manage each customer environment individually or monitor by device family and type. Zenoss' agentless technology enables Coleman to monitor remote devices without the need for plug-ins.

Coleman is currently live with Zenoss and, true to its original charter, has delivered a very specific value-added offering for its managed services customers by augmenting the Zenoss source code.

"Our logic for moving to Zenoss has been validated at the control we needed, its modern underlying technology and deep out of the box functionality enables us to do the things that we could not with our prior solution and it's much less expensive than solutions from the Big 4."

ó[Zenoss] open flexibility gives us the control we needed."

David Winter
Coleman Technologies

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