

CASE STUDY:

NWN

NWN Corporation
Managed Service Provider
United States

Highlights

- > NWN serves over 2,500 customers worldwide across banking, education, manufacturing and health care industries
- > NWN offers managed IT, cloud, implementation and staffing services for on-premises, hosted and hybrid delivery models
- > Zenoss monitors NWN's technology stack from vendors including Cisco, EMC, HP, Microsoft, NetApp and VMware
- > Technologies monitored span cloud, converged infrastructure, unified communications, virtualization, networking and storage
- > NWN chose Zenoss for its extensibility and ability to monitor complex systems with few false-positive alerts
- > Centralized, accurate view of infrastructure health has led to increased operational efficiency and customer satisfaction
- > With Zenoss, NWN reduced the number of incoming events from 8 trillion to less than 100,000.

The Challenge

NWN Corporation is a managed service provider that serves both the public and private sectors and that has rapidly grown to more than 600 staff members and 13 worldwide locations. The company prides itself on delivering tailored solutions to fit each client's specific needs and situation.

As part of evolving IT to serve the business, more companies are adopting or planning to adopt advanced technologies in virtualization, converged infrastructure, and cloud platforms. While efficiency of service delivery typically increases with these technologies, the additional IT environment complexity often means organizations need external expertise. This continues to drive the case for managed services, for which NWN is a leader because of the breadth and depth of their service offerings.

One such new offering is NCloud Hosted Collaboration (dial tone, presence, video, contact center enterprise) from their NWN-built public cloud, and is based on Cisco Unified Communication software running on Cisco Unified Computing System (UCS) hardware and Cisco Nexus networking equipment supported by VMware vSphere virtualization software and EMC storage. To support new customer growth for this service, NWN needed to find a scalable, highly customizable monitoring solution that also provided complete coverage for the large base of existing managed service customers.

"Our individual customers have different requirements and those requirements change at an ever increasing pace. In the past, with other tools, we found we just couldn't keep up. We lacked the flexibility to deliver at the speed our customers required," said Doug Syer, Vice President of Technology, NWN Corporation.

In a managed services world, you must customize your offering to be relevant to your customers, and you must do it efficiently to be profitable. Zenoss allows us to customize the way we support our managed service customers. Boutique customer support is strategic to our business.

Drew Phelps, CEO, NWN Corporation

The Solution

Due to strong partnerships with key technology vendors such as Cisco, VMware and EMC, NWN has the deep technical acumen to customize their offerings for the most stringent customer needs. The team needed a monitoring solution that would adapt to each client's diverse, complex environments. The Zenoss platform architecture and extensible ZenPack framework allowed NWN to develop all required customizations and integrations for their customers.



Being a Zenoss customer really opened our eyes. Now we can say 'yes' more, and we can deliver faster because Zenoss is so flexible.

Doug Syer, Vice President of Technology, NWN Corporation



NWN engineers use Zenoss ZenPacks to rapidly extend monitoring functionality. "You can never tell what your customers are going to ask you to support, and you want to be able to say, 'We can do that for you'," said Phelps. "Zenoss allows us to customize the way we support our managed service customers. We become extensions of their teams where they can't imagine living without us."

With Zenoss, NWN reduced the number of incoming events from **8 trillion to less than 100,000.**

Another key factor in NWN choosing Zenoss was the ability to monitor highly complex systems with few false-positive alerts. "Zenoss is extremely accurate in telling us what is really happening with our systems," said Phelps. "This has been a very big change for us; and it's great to have monitoring that can support our endeavors, and provide such precise alerts."

The Results

Zenoss helped NWN immensely by providing new visibility into health and status of key systems with monitoring events, performance data, and in-depth reports. NWN also used Zenoss to inject synthetic transactions for granular application performance and availability data.



I can't overstate the advantage and necessity of having our critical events and data in one place.

We worked hard to get people to understand the value of our proactive monitoring strategy and as a result have seen significant efficiency gains, fewer mistakes and more satisfied customers.

Doug Syer, Vice President of Technology, NWN Corporation



In seven months, NWN fully deployed Zenoss to monitor more than 70 NWN NCare Managed Service customers and more than 1,400 systems. VPN connections to each customer enable customer-site installation of Zenoss data collectors, minimizing WAN expenses. Through a true partnership, Zenoss has enabled NWN to resolve customer incidents more effectively and accurately.

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