

Central 1

Central 1 Credit Union Financial Services

Vancouver, British Columbia

COMPANY HIGHLIGHTS:

Provides wholesale financial products, trust services, payment processing solutions and digital banking services to 300 companies across Canada

Headquartered in Vancouver, British Columbia, with additional offices in Toronto and Mississauga, Ontario, Central 1 holds approximately \$17.7 billion in assets

Primary liquidity manager, payments provider and trade association for 42 member credit unions in British Columbia and 70 in Ontario

REASONS CENTRAL 1 CHOSE ZENOSS:

Unified visibility and insight

Easy integration with Cisco UCS and other enterprise technology stacks

Intuitive, friendly user interface

Service-centric product

ZenPack extension framework

Manageability

BENEFITS TO CENTRAL 1:

Cost savings

Ease of importing business services from ServiceNow

Reduced time to value

Seamless integration with CMDB

Simplified maintenance

What Was Keeping Central 1 Credit Union Awake at Night?

Central 1 Credit Union provides wholesale financial products, trust services, payment processing solutions and digital banking services to roughly 300 credit unions and institutional clients across Canada. To ensure the security and reliability of their customer data and organizational systems and achieve their core goals of client centricity and operational excellence, Central 1 needed complete visibility into their complex cloud, virtual and physical IT environments.

Central 1 Before Zenoss

Central 1 had a number of pain points around monitoring its primary services. With its previous monitoring approach, Central 1 was unable to tell when services were degraded or impacted by a server outage or other IT event. Although Central 1 was using ServiceNow for IT incident reporting and management, it was difficult for IT team members in separate offices to work together to resolve service disruptions, and maintaining accurate data across all locations required time-consuming manual updates.

Why Central 1 Chose Zenoss

Central 1 selected Zenoss to provide data insight, root-cause analysis, and unlimited scalability across a broad scope of devices and managed resources.

From the outset, Central 1 wanted to work with a single supplier whose business centered on IT monitoring. With its scalable SaaS offering and customer-for-life philosophy, Zenoss appealed to Central 1 as an affordable and customer-focused alternative to the "big four" IT monitoring services. Zenoss' out-of-the-box modular extensions, called ZenPacks, enable Central 1 to easily monitor any device in its IT infrastructure.

The certified Zenoss-ServiceNow integration was a vital component of Central 1's decision to select Zenoss, and Central 1 deployed both the incident management component and the ServiceNow Configuration Management Database integration.

How Zenoss Solved Central 1's Problem

The ServiceNow integration allows Central 1's IT operations (IT Ops) and IT service management (ITSM) teams to seamlessly share relevant information and work together effectively during service disruptions. Integrating Zenoss software-defined IT operations with ServiceNow has allowed Central 1 to build comprehensive real-time models of their hybrid IT environments, providing holistic health and performance insights into previously opaque systems. Zenoss gathers and automates putting relevant data into incident tickets to giving the Central 1 team accurate and actionable data.



The Zenoss interface is pleasing and intuitive, and Zenoss simplifies everything down to infrastructure and services. The product is truly service-centric.

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Deeper Dive into Feature that the Customer Used the Most [Implications for Other Businesses]

The Zenoss-ServiceNow integration helps Central 1 and other Zenoss customers worldwide improve operational efficiency, save downtime costs, achieve alignment between IT Ops and ITSM teams, and ensure design best practices through certified integrations.

Zenoss gathers and automatically populates relevant data into incident tickets, eliminating delays from manually gathering incident details and notifying other teams of service outages or other IT events. Having current, accurate and actionable data allows IT teams to identify and address issues before disruptions occur and quickly begin the resolution process.



The ability to import business services from CMDB into the impact module was a huge time-saver, and it was important to us that we would no longer be required to manually update the CMDB.

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