zenoss
Own IT.

rackspace HOSTING

accenture
High performance. Delivered.

verizon

TELUS

ATOMIC DATA

Secure 24
Securing Your Vision

SUNGARD
Availability Services

NWN

Zenoss For Service Providers

Today's service providers want to create unique and profitable offerings and services for their customers, without competing solely on price. But most are spending far too much time and money managing their environments, dealing with the complexity and inherent limitations of legacy and/or piecemeal management solutions. Many are under-delivering, finding it too difficult to support stringent service levels for a mind- boggling array of customer systems and applications.

Zenoss for Service Providers was designed from the ground up to meet these challenges, enabling software-defined operations for the modern datacenter, *at scale*. Zenoss delivers unified monitoring and service analytics for physical, virtual and cloud-based infrastructures.

Zenoss utilizes a next generation microservices application architecture to dramatically improve performance monitoring, scalability, availability and usability. It is an integrated network, server and application management solution that includes auto- discovery, inventory management, configuration tracking, availability monitoring, performance management, event/log management, remediation, alerting and reporting, all through a single web-based console.

Zenoss service provider customers get maximum benefit by lever-aging open APIs to integrate with orchestration and ITSM solutions such as Chef, Puppet, ServiceNow, and Remedy. This allows them to leverage existing workflows so their customers don't need to change the way they operate, and they can   maintain existing reporting and processes.

Why Zenoss for Service Providers?

In the increasingly competitive service provider market, Zenoss is enabling partners to differentiate by providing the most secure, efficiently managed service delivery. The key enabling elements include:

Service Impact and Analytics
• Reduced management burden and immediate business impact analysis mean the ability to deliver higher service levels
• Continuously-accurate model of the infrastructure supporting each customer's services
• Real-time policy-based analysis of availability and performance within the context of each customer model
• Resource pools and capacity-aware job scheduling that dynamically allocate resources through Zenoss Control Center

Big Data Scale
• Single pane of glass, single data analytics warehouse
• Millions of data points per second
• 100,000 KPIs per collector
• Multitenant architecture
• Unmatched Day 2 management operations
• Patent-pending "policy gate" impact assessment technology

Extensibility
• Built-in integrations with key partners such as Chef, Puppet, ServiceNow and Remedy
• 370+ ZenPacks – commercial, open source, community, and custom
• Open API's for custom integrations
• Access to the Zenoss community of 35,000+ contributors
  Only Zenoss scales to deliver service-centric monitoring, root-cause isolation and operational intelligence that adapts in near real-time to today's most complex and dynamic IT environments.

For more information on Zenoss for Service Providers, please visit www.zenoss.com or call 512.687.6854

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