zenoss

2degrees

Two Degrees Mobile Limited
Telecommunications
Auckland, New Zealand

Highlights

> Leading, rapidly growing New Zealand mobile and broadband network provider expanding into business customer segment

> Has relied on Zenoss since company inception in 2009

> Zenoss integrated with Splunk for log monitoring and analytics and with HEAT FrontRange for IT service management (ITSM)

> Leveraging commercial and community ZenPacks as well as developing custom ZenPacks

> 2degrees chose Zenoss for comprehensive monitoring coverage, scalability and flexibility to adapt to dynamic IT environment

What Was Keeping 2degrees IT Leaders Awake at Night?

The top strategic driver for 2degrees was simple — providing the most consistent customer experience possible for its mobile and broadband end users. What may have been a relatively straightforward challenge was complicated dramatically by the company's rapid organic and acquisition-fueled growth. They needed an IT monitoring solution that was flexible enough and scalable enough to adapt and grow with the company's aggressive business strategy.

❝ We want to be New Zealand's most disruptive and admired company. ❞

Klaus Ahlers, *IT Operational Support Systems (OSS) Manager, 2degrees*

Why 2degrees Chose Zenoss

Since the company's inception in 2009, 2degrees has relied on Zenoss as the primary monitoring solution for its day-to-day IT operations. The 2degrees network operations center (NOC) uses Zenoss to actively monitor their IT infrastructure, providing a unified view of all systems and applications. Zenoss also integrates with the 2degrees incident management toolset, streamlining the escalation and resolution of issues that can impact service delivery across the company's entire business infrastructure.

2degrees chose Zenoss for its open platform, which provided the most comprehensive monitoring capabilities compared to other solutions. Zenoss was also easier to deploy and maintain, offered top value for incident-management processes, and provided intuitive modeling and template-based configurations for their administrators. 2degrees found that Zenoss was the most flexible and customizable solution — designed to adapt to dynamic IT environments.

❝ Our business demands customer-centric delivery of mobile and broadband services. Zenoss is the platform that continues to grow with our network and infrastructure, allowing us to quickly adapt to new monitoring challenges while providing us with system and component performance data as well as insight about possible service disruptions. ❞

Klaus Ahlers, *IT Operational Support Systems (OSS) Manager, 2degrees*

Why 2degrees Is Staying With Zenoss

After a rigorous due-diligence process, 2degrees recently renewed their commitment to the Zenoss platform for five more years. Determining factors included the key role of the Zenoss platform in their IT operations processes and their confidence in the Zenoss strategic roadmap, but the decision was also heavily influenced by the extremely positive experience of partnering with Zenoss since 2009.

Cost-Effective, Reliable & Fast Handling of Incidents

Zenoss provides the 2degrees NOC visibility into the health of their infrastructure and services, helping them identify risk areas and mitigate issues rapidly. A cost-effective, flexible and reliable option for efficiently handling incidents is a vital foundation for the delivery of 2degrees services.

Exceptional Customer Experience From a Trusted Partner

The customer experience is paramount to 2degrees, and they only trust their business with vendors that have the same high standard. 2degrees has been impressed by the Zenoss community and the exceptional level of support they have received. 2degrees was also invited to the Zenoss GalaxZ user conference, where they were able to participate in an open exchange of ideas and solutions with technical and business experts from industries around the globe.

> **"***Zenoss offers us the right mix of open and comprehensive monitoring functionality, enterprise support and return on investment.***"**
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> Klaus Ahlers, *IT Operational Support Systems (OSS) Manager, 2degrees*