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Highlights

> Over 25 million users in more than 50 countries

> Enabling thousands of companies across the globe to design their workforces for maximum effectiveness and efficiency

> Significant recent investments in IT strategy focused on improving customer experience

> Exponential growth while simultaneously bringing IT operations in-house and consolidating data centers across North America

> Chose Zenoss for time to value, speed of deployment, flexibility to customize for environment-specific requirements and improved mean time to resolution (MTTR)

What Was Keeping Ceridian's IT Leaders Awake at Night?

Ceridian was challenged with quickly purchasing and deploying new hardware while simultaneously optimizing aging legacy hardware to maximize IT capacity for serving customer needs. A massive data center consolidation project exponentially increased the complexity of maintaining customer service levels. Ceridian's ultimate concern during the transition was detecting potential and actual service disruptions before any customers were impacted.

Ceridian Before Their Transformation

As a technology company offering hosted, on-premises and as-a-service software solutions for their customers, Ceridian needed better visibility into overall IT operations to achieve their goals for service assurance and customer satisfaction. Having previously relied on external service providers, Ceridian took the step to move IT operations in-house under a shared services group serving multiple internal clients.

Ceridian's ad hoc IT monitoring solution consisted of 12 different monitoring tools, including multiple with overlapping capabilities. Not only did they lack a unified view of their systems that would help them pinpoint problems in real time, they were also often spending an inordinate amount of time just searching for the source of the alert(s). Therefore, Ceridian's goal was to centralize and simplify monitoring, consolidating to one platform that enabled them to provide customized views and metrics to each of their internal client groups. Because they were also making significant data center technology updates, including converged infrastructure, it was especially important to choose a solution that easily adapted to newer technologies while still supporting the existing systems.

After an extensive review of the top solutions, Ceridian chose Zenoss for speed of deployment, extensibility to monitor all system, and flexibility to address all of their environment-specific requirements.

> **"** *Our top reasons for choosing Zenoss were the speed of deployment, the ability to monitor all of our IT domains and technologies, and the flexibility. Our environment requires an unusual amount of customization, and I just didn't see the required level of flexibility in any of the other solutions.* **"**
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> Scott Anderson, *VP of Infrastructure, Ceridian HCM*

How Zenoss Solved Ceridian's Problem

Here's why Ceridian chose Zenoss as its new IT monitoring platform:

Simple, Centralized & Visible Real-Time Monitoring

Zenoss is now a central pillar of Ceridian's holistic approach to IT infrastructure and operations; it's the means by which they are able to stay ahead of potential issues and address disruptions before customers ever notice them. Technicians now detect and fix issues proactively and no longer waste hours tracking down the root cause after they learn about issues from end users. In addition to the central IT operations group, Zenoss is also used by each of Ceridian's service departments, allowing direct visibility to enable an informed, rapid response to potential disruptions and improving overall customer satisfaction.

Optimized Utilization & Capacity Planning

Zenoss is also helping Ceridian's IT team realize its new operational vision, which involves dashboards that proactively notify them of health, status and trends for each of their hundreds of applications. Having this insight into business cycles and peak times for each of their products has helped them optimize performance management and capacity planning, lowering their overall resource footprint.

Speed & Flexibility

Zenoss offered the only solution that provided Ceridian the deployment speed and flexibility they needed to keep their complex and rapidly evolving IT environment running smoothly through constant growth and transition. With existing ZenPacks and the ability to easily create custom ZenPacks, Ceridian IT is now able to adapt and quickly address any new systems and resources.

> *Ceridian is a technology company. We have to be holistic and proactive about our IT infrastructure to make sure we can continue to serve our customers' growing needs. We're moving forward and investing heavily in our technology for the customers we serve. After comparing many tools and solutions, Zenoss was the IT monitoring platform we chose based on stringent requirements for our dynamic environment. Zenoss was easily the best fit for our needs.*

Scott Anderson, *VP of Infrastructure, Ceridian HCM*

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Zenoss is the global leader in hybrid IT monitoring and analytics software

To learn how Zenoss can help your company, visit our website at **www.zenoss.com.**