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Own IT.
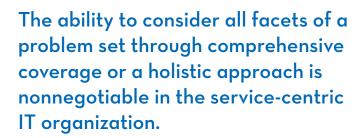
Winning at
COMPLETE COVERAGE
With Software-Defined IT Operations

An excerpt from **7 Characteristics of Service-Centric IT Organizations**

The ability to consider all facets of a problem set through comprehensive coverage or a holistic approach is nonnegotiable in the service-centric IT organization.

This includes complete visibility across cloud and data center environments in order to quickly alert, isolate and resolve network outages and performance issues **before** they affect IT service delivery.

Regardless of physical, virtual and logical relationships and dependencies, service-centric IT organizations employ monitoring platforms that automatically discover devices and applications so they can immediately begin monitoring across multivendor environments — providing **complete visibility** into the network.

A holistic and unified view provides a comprehensive picture of IT service health and accelerates root-cause analysis, providing the ability to address network issues **before** disruptions occur.

One global management and technology consulting company has done a 180-degree turn from the days where systems were down — all the time.

"It was so bad that sometimes [issues] would only be found when somebody said, 'Well, this host is down. Why didn't we get an alert about it?' So we'd check the monitoring system and [realize] it died again."
– Luke Lofgren, Expert Infrastructure Architect, Acxiom Corporation

Luke Lofgren

Expert Infrastructure Architect, Acxiom Corporation

acxiom.

Software-Defined IT Operations - Zenoss

Those days behind him and his team, Acxiom has gained end-to-end visibility and control across its global data centers with flexible unified monitoring, enabling better results for its 7,000+ global clients.

With complete coverage, Lofgren has seen a transformation at Acxiom.

"Monitoring has actually come alive again at Acxiom. They trust the results they're going to get from monitoring. They trust that monitoring is not going to wake them up at night unnecessarily. They trust the information that we're giving them through our monitoring solutions, and it's completely changed the enterprise's appreciation for the monitoring service."
– Luke Lofgren, Expert Infrastructure Architect, Acxiom Corporation

NWN Corporation, a large IT solutions provider, offers infrastructure as a service (IaaS), wrapping together compute, network and storage demands into a simple, scalable design.

"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

Doug Syer

VP of Technology, NWN Corporation

NWN

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ABOUT ZENOSS:
Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. As the leader in software-defined IT operations, Zenoss develops software that builds comprehensive real-time models of hybrid IT environments, providing unparalleled holistic health and performance insights. This uniquely enables Zenoss customers to predict and eliminate outages, dramatically reducing downtime and IT spend.

To learn more, visit our website at **www.zenoss.com.**
ZENOSS IS THE GLOBAL LEADER IN SOFTWARE-DEFINED IT OPERATIONS.