In a managed services world, you must customize your offering to be relevant to your customers, and you must do it efficiently to be profitable. Zenoss allows us to customize the way we support our managed service customers. Boutique customer support is strategic to our business.

Drew Phelps, CEO, NWN Corporation
The Solution

Due to strong partnerships with key technology vendors such as Cisco, VMware and EMC, NWN has the deep technical acumen to customize their offerings for the most stringent customer needs. The team needed a monitoring solution that would adapt to each client’s diverse, complex environments. The Zenoss platform architecture and extensible ZenPack framework allowed NWN to develop all required customizations and integrations for their customers.

“Being a Zenoss customer really opened our eyes. Now we can say ‘yes’ more, and we can deliver faster because Zenoss is so flexible.”

Doug Syer, Vice President of Technology, NWN Corporation

NWN engineers use Zenoss Zen Packs to rapidly extend monitoring functionality. “You can never tell what your customers are going to ask you to support, and you want to be able to say, ‘We can do that for you,’” said Phelps. “Zenoss allows us to customize the way we support our managed service customers. We become extensions of their teams where they can’t imagine living without us.”

With Zenoss, NWN reduced the number of incoming events from 8 trillion to less than 100,000.

Another key factor in NWN choosing Zenoss was the ability to monitor highly complex systems with few false-positive alerts. “Zenoss is extremely accurate in telling us what is really happening with our systems,” said Phelps. “This has been a very big change for us; and it’s great to have monitoring that can support our endeavors, and provide such precise alerts.”

The Results

Zenoss helped NWN immensely by providing new visibility into health and status of key systems with monitoring events, performance data, and in-depth reports. NWN also used Zenoss to inject synthetic transactions for granular application performance and availability data.

“I can’t overstimate 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

In seven months, NWN fully deployed Zenoss to monitor more than 70 NWN NCare Managed Service customers and more than 1,400 systems. VPN connections to each customer enable customer-site installation of Zenoss data collectors, minimizing WAN expenses. Through a true partnership, Zenoss has enabled NWN to resolve customer incidents more effectively and accurately.

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

ZENOSS IS THE GLOBAL LEADER IN SOFTWARE-DEFINED IT OPERATIONS.