How Netic Delivered Performance Insights With Zenoss

Executive Summary

Netic A/S, a managed application operations service for public and private customers in Denmark, was founded in 2003 on the basis that IT operations could be done smarter and better than was typically the case.

Since that time, Netic has become increasingly specialized in application operations, which involves monitoring the entire stack from bare metal to the application itself. For that reason, Netic was on the hunt for a solution that had to perform on a range of important parameters, including:

- **Ability to handle monitoring across the entire stack, with a focus on infrastructure**
- **Scalability**
- **Cost-effectiveness**

Netic chose Zenoss to handle monitoring large parts of the infrastructure, supporting the applications that Netic operates for its clients. Among these clients is Danish retailer JYSK, who sells beds, linens and furniture from 2,800 stores worldwide through their global e-commerce platform run and operated by Netic.

Netic also uses Zenoss to monitor the performance of the application and its underlying infrastructure for MedCom, the Danish nationwide health network.

How Netic Delivered Performance Insights With Zenoss

As a managed service provider, Netic requires a monitoring platform that enables segregation of duties and is able to scale both horizontally and vertically.

"Our previous solution did not provide sufficient scalability, and maintaining actually increased complexity in an already complex operations environment."

Thomas Lønskov Luther, Head of Application Operations, Netic

These issues meant that Netic struggled to efficiently provide top value for customers — and in a competitive environment, this can rapidly become critical. For that reason, a project was initiated to identify, test and onboard a new monitoring solution.

Identification and Test

Zenoss was chosen as a result of a review that tested the key need of being able to monitor the end-to-end infrastructure. During the test, Netic evaluated Zenoss on the ability to integrate with the preferred project management and workflow tool, Atlassian Jira. Netic leveraged the Zenoss ZenPack architecture to easily build a seamless integration between Zenoss and Jira, including a dashboard that shows active incidents. After the evaluation period, Zenoss stood out as the strongest candidate and was chosen to replace Netic's existing monitoring tools.

Results

When operating complex applications such as national health infrastructure, it is mission critical to know what is going on as soon as it happens.

This requires a monitoring platform that can pinpoint and highlight problems in real time. Zenoss accomplishes this in a way that lets Netic's operations teams work the problems when they happen, without having to guess at why the applications aren't performing. This makes Zenoss a crucial component of Netic's overall operations platform.