

White Paper 2018

6 ENTERPRISE

Tips To Prevent IT Outages

As digital transformation has become a requirement for survival, enterprise IT organizations are struggling to enable it. IT executives and architects must move from containing costs to delivering value – but this means moving faster and deploying new technologies, which introduces massive risk. With the cost of IT outages increasing, this risk often becomes the primary obstacle for progress.

However, IT organizations can move faster and deploy modern technologies to deliver greater business value if they can do so knowing that they aren't increasing the risk of outages. But this isn't possible with disparate legacy tools that weren't designed for today's complex, dynamic environments. The most modern enterprise organizations are now preventing IT outages with Software-Defined IT Operations™ (SDITO) – a holistic, scalable approach to managing IT services.

How do you break free from legacy solutions and embrace SDITO? Many of our customers have been through this journey and share firsthand what it takes to ensure the transformation is successful. Take a look at some of the lessons they learned while implementing a holistic, extensible and scalable approach that enabled them to dramatically increase the business value they were able to deliver.

DARE TO AUTOMATE.

A key part of digital transformation is automation. Companies that are driving revenue by modernizing their approaches to IT are learning to eliminate cumbersome and error-prone processes by automating. When we automate, sometimes it feels like we're not completely in control. Ensure your testing process is solid, and you can confidently eliminate wasteful and error-prone manual processes.



We've been through a technology revolution, and now we're on the cusp of an automation revolution.

That's really what this is about – pivoting everything we're doing through the lens of automation. We're able to do this through key system integrations around Zenoss.

*– Art Rogers, Director of
Enterprise Services, TransUnion*

TransUnion[®]

ELIMINATE THE TOOL GLUT.

Sometimes, we hold on to things for nostalgia. Sometimes, we hold on to things because we're afraid of change. Too many large enterprises have disparate, low-value monitoring and management tools they have accumulated over years. The silos of health and performance data make it impossible to have a holistic view of the environment, which is a key ingredient to predicting and mitigating IT outages. Reduce downtime, reduce license costs, and dramatically improve efficiency by trading in those tools for a unified solution.

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As Zenoss customers, we're always thinking about other monitoring tools we have so we can decommission them and simplify our environment.

Since choosing Zenoss, costs are down and automation is increasing.

- Mark Cochrane, Enterprise Systems and Analytics Manager, Grainger

GRAINGER
| | | | FOR THE ONES WHO GET IT DONE

CHOOSE A VENDOR WHO IS ON THE JOURNEY WITH YOU.

In the world of modern, complex hybrid IT environments, point tools have limited value. Enterprise solutions that solve complex problems and deliver value to businesses must be highly scalable and extensible. When you take on this challenge, make sure you choose a vendor who is on the journey with you. In the world of enterprise software, you need vendors who measure their success by your success. More than any technology decision, choosing the right vendor is often the difference between success and failure.



When I brought Zenoss in to sit down with my team, it wasn't a conversation where we felt like we were being sold. It was a collaborative discussion. It was both a technology and a cultural fit for us. How Zenoss interacted with us is the same way we interact with our customers – both in terms of having a conversation as well as getting to the root of problems and working toward solutions.

*- Rodney McCarter,
Vice President of Infrastructure Engineering and
Operations, Newgistics*

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GET EVANGELICAL ABOUT YOUR VISION.

Isolated solutions are easy to implement but offer limited value. The highest value solutions often require cross-team or interdepartmental buy-in. This requires a change agent to get various groups out of their comfort zones. To ensure this highest chance of success, calculate and articulate the value of the solution to each stakeholder who can become a champion of the solution. Convey any successes you've already been able to demonstrate. Address objections and make the planning process collaborative.



We have a highly secure, highly segmented network. Our experts typically have a very narrow focus, and over the years, many have developed their own monitoring solutions. There was a tremendous amount of reluctance when we suggested a change. We had to hone in on it over time. Probably the best thing we did is own the solution as a team.

*- Louis McCurry, Systems Analyst,
Southern Company*



CHANGE THE MINDSET.

IT issues come with measurable costs to the company, so IT Ops teams place significant focus on efficiently resolving issues. But innovative IT leaders are moving the focus to identifying potential issues before they impact IT services. They are deploying service-centric solutions with end-to-end visibility –enabling IT teams to leverage real-time models that map relationships and dependencies.



It was crucial for our company leadership to understand how important it was to move from ‘detect and respond’ to ‘predict and prevent.’ Infrastructure monitoring should not sound like, ‘I found a fault, and I fixed it.’ It should be, ‘I found a potential issue, and I stopped it from happening.’

- Ed Wang, Senior IT Manager, NetApp



NetApp

CONSIDER OPPORTUNITY COST.

Many IT organizations have found ways to deal with outages. Often, this is assembling teams from various groups, holing up in a room, and tracking down issues through brute force. While this is better than not solving the problem, it's referred to as getting really good at doing the wrong thing. The opportunity cost associated with this kind of approach is extremely high. If you can adopt a preventive approach, you not only resolve issues faster but also free up countless person hours and boost productivity. This can also eliminate those middle-of-the-night surprises.

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If I can move to a proactive monitoring stance, I'm probably not going to have to call you at three o'clock in the morning to go fix something, and everybody's quality of life improves. Those arguments were really helpful in establishing a willingness to embark down this path – to spend money, time and effort to really get this project going with Zenoss.

*- Jim Coble, ESC Supervisor,
Southern Company*



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.



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