



Success Story:



Huntington Bank

Banking & Finance

Ohio, USA

Highlights

- > Over \$69 billion in assets, the 33rd largest bank holding company in the U.S.
- > Distributed hybrid IT environment with diverse systems from mainframes to dynamic virtual infrastructure
- > Reduced mean time to resolution (MTTR) by 85%
- > Funded 65% growth in head count with cost savings
- > Replaced 37 monitoring tools, including all Big 4 frameworks
- > Huntington Bank chose Zenoss for most complete monitoring coverage, 90% reduction in license costs and ServiceNow integration

What Was Keeping Huntington Bank's IT Leaders Awake at Night?

Huntington Bank had 37 monitoring tools in their IT environment, including many with multiple subcomponents, which resulted in siloed event visibility and excessive response/resolution times for administrators. Huntington needed to consolidate their server, network, operating system (OS), application, database and security monitoring operations for a unified enterprise view.

“We had server events in one console, network events in another console, database events in another and so forth. Only a few people had access to each console, making it difficult to have a unified view of our operations.”

Kyle Kopp, Infrastructure Manager, Huntington Bank

Huntington Bank Before Zenoss

Huntington had distributed product groups with a central IT team that serviced all of them, a common scenario for large financial institutions. They had also experienced a rapid growth in the number of services they needed to deliver, accompanied by accelerated complexity of the infrastructure required to support the new services. Huntington's IT Ops team was challenged to manage service offerings that spanned a diverse set of technologies, from legacy mainframe systems to dynamic virtual infrastructure.

The decentralization and specialization that occurred as Huntington's infrastructure expanded to address new service demands such as mobility, self-service, cloud capabilities and more had caused the number of tools monitoring these diverse technologies to increase dramatically. As part of this, Huntington was using all of the "Big 4" monitoring technologies: HP, IBM, CA and BMC. This was costly in terms of software licensing and maintenance as well as the extra person-hours required to monitor all of the systems and address corresponding service issues — not to mention the downtime that resulted from undetected problems and slow response times. Huntington's IT Ops team was also spending more time maintaining the multitude of monitoring tools than actually ensuring operational uptime.

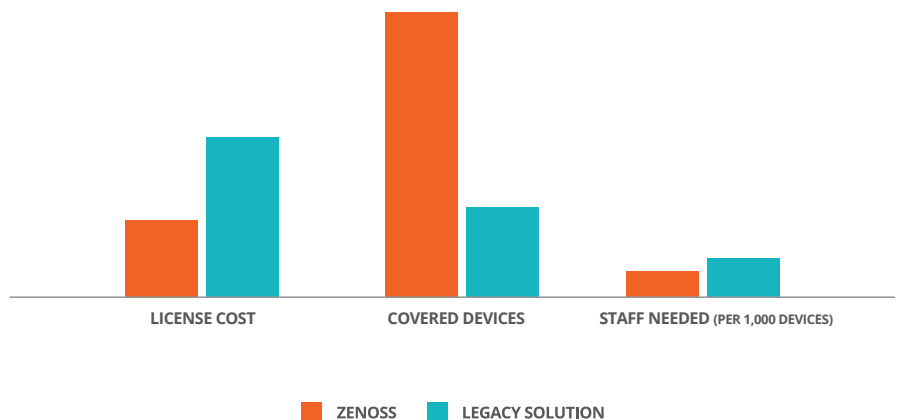
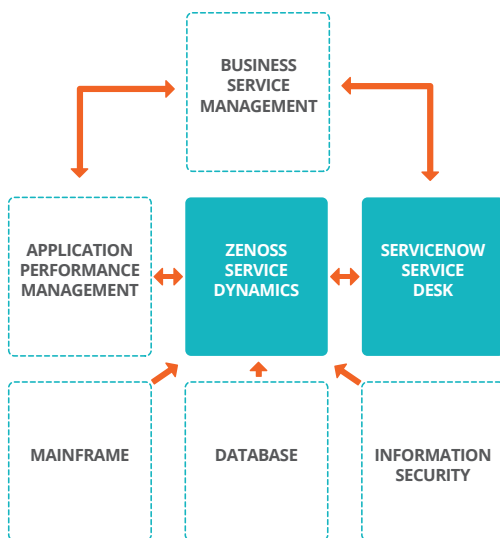
How Zenoss Solved Huntington Bank's Problem

Zenoss now serves as the central platform for Huntington's IT operations. Zenoss consolidates performance and availability data from application performance monitoring, mainframe, database and information security tools while also directly monitoring health and performance for 15,000 infrastructure devices across two data centers. Zenoss models these resources so administrators know what infrastructure is supporting given services, helping them focus on those incidents that put service assurance at risk. Zenoss is also tightly integrated with Huntington's ServiceNow deployment, further streamlining incident-management processes and response times.

“With Zenoss, we created a ‘single source of truth’ — giving us the transparency necessary to resolve issues quickly.”

Kyle Kopp, Infrastructure Manager, Huntington Bank

Zenoss Centralizes Operations for Problem & Incident Response



“Anyone struggling with legacy frameworks, either from a cost or functionality perspective, should look at Zenoss.”

Kyle Kopp, Infrastructure Manager, Huntington Bank

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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.