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Own IT.

Winning at

REAL-TIME INSIGHTS

With **Software-Defined IT Operations**

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

IT organizations making the shift from device-centric to service-centric are beyond the chaotic, reactive and even proactive levels of IT maturity.

They are service- and delivery-focused organizations that include formal governance and a dedication to delivering on customer and business needs.

For example, virtual environments require a real-time management approach. In virtual environments, IT teams need to be able to:

- **Capture and track ongoing changes as they occur**
- **Monitor events, e.g., the creation or deletion of virtual machines (VMs)**
- **Pause or stop VMs**
- **Provision or deprovision resources**
- **Track compute and storage assignments moving from host to host**

Millions of metrics are being collected in real-time. And visibility into the real-time health and performance of the systems is paramount to service-centric IT organizations.

Just ask Ceridian Human Capital Management (HCM), a cloud-based human resources company with over 25 million users in over 50 countries. When they were challenged with an aggressive timeline to purchase and deploy new hardware, optimize aging legacy hardware, and maximize IT capacity, their first priority was to the customer.

Scott Anderson

VP of Infrastructure, Ceridian HCM

CERIDIAN

"We have to be holistic and proactive about our IT infrastructure to make sure we can continue to serve our customers' growing needs,"
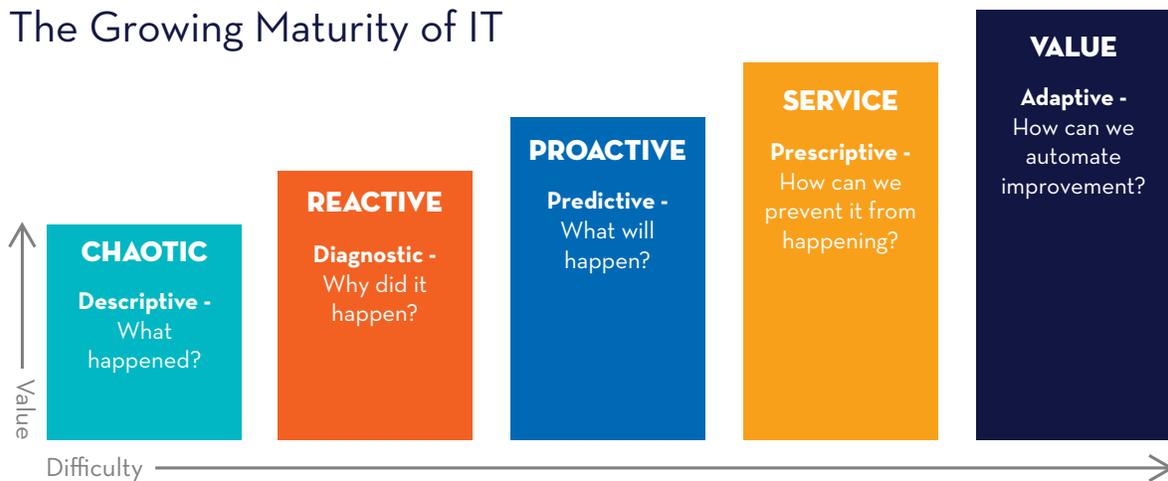– Scott Anderson, Vice President of Infrastructure, Ceridian HCM

But a massive data center consolidation project often puts customer service levels at risk during and after the transition. So, top of mind for the Ceridian HCM team was to be able to detect potential and actual service disruptions **before** any customers were impacted throughout the transition and beyond.

Simple, centralized and visible real-time monitoring was a central pillar of their holistic approach. And with software-defined IT operations, Ceridian was able to stay ahead of potential issues and address disruptions before customers noticed them.

In fact, after learning about issues from end users, technicians have transitioned from hours of wasted time tracking down the root cause to real-time detection in order to fix issues proactively.

The Growing Maturity of IT

CHAOTIC
Descriptive - What happened?

REACTIVE
Diagnostic - Why did it happen?

PROACTIVE
Predictive - What will happen?

SERVICE
Prescriptive - How can we prevent it from happening?

VALUE
Adaptive - How can we automate improvement?

Value

Difficulty

www.zenoss.com

1-512-687-6854 (direct)
1-888-936-6770 (toll free)

https://www.linkedin.com/company/zenoss-inc-

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