

# CASE STUDY:



## TransUnion®

TransUnion  
Financial Services  
Illinois, USA

### HIGHLIGHTS:

Credit reporting and information management services to 45,000 businesses and 500 million consumers

IT operations spread across 30+ countries

Uses Zenoss to provide unified visibility and insight into critical global IT services

### REASONS TRANSUNION CHOSE ZENOSS:

Easy integration with Cisco UCS, VMware and other enterprise technology stacks

Service-level correlation and insights

Ease of integration with ITOM tools

Ability to ingest synthetic transactions and APM events

Speed of implementation

### BENEFITS TO TRANSUNION:

Increased service reliability

Cost savings

Improved identification of incidents

Faster response and resolution times

### What Was Keeping TransUnion IT Leaders Awake at Night?

TransUnion has expanded its offerings in recent years to include trended data, background checks, benefits verification, fraud protection, identity protection and other risk management tools.

TransUnion's entire business revolves around reliable, secure information management and the exchange of massive amounts of data. The TransUnion IT team is responsible for monitoring strategic initiatives all around the globe.

### TransUnion Before Zenoss

The sensitivity, volume and speed of incoming data sources and requests means that IT monitoring at TransUnion is as business-critical as it gets. But before Zenoss, TransUnion had multiple unconnected monitoring tools that were islands unto themselves, costing the company a great deal of money. The IT team had huge gaps in monitoring capabilities because the tools were unreliable and there was no integration between disparate tools or systems.



**With more than 90,000 incoming data sources and billions of dynamic records to regularly manage, simply having monitoring in place isn't enough to oversee business-critical services and infrastructure.**

*Art Rogers, Director of Enterprise Services, TransUnion*

### Why TransUnion Chose Zenoss

TransUnion chose Zenoss because it is well-known for its flexibility and scalability. Zenoss integrates easily with Cisco UCS, VMware and other enterprise technology stacks to provide TransUnion with visibility and insight into its services and infrastructure.

### How Zenoss Solved TransUnion's Problem

Zenoss' self-service approach to IT monitoring allowed departments across TransUnion to monitor themselves and provided solutions for scalable adoption.

With reliable, consistent unified monitoring flexible enough to be customized for an operation as large and complex as TransUnion's, Zenoss offers real-time information that provides agility for customers like TransUnion in their risk analysis and decision-making process.

With Zenoss, the TransUnion Global Operations Center (GOC) went from 16 tools to two or three tools providing different views of critical business

services. Zenoss provided a significant raise in the amount of information available, significantly reducing remediation time.

By automating IT monitoring, the Zenoss solution brings consistency to the event identification and resolution process, empowering operators to prioritize their responses, enhance their monitoring capabilities, and significantly shorten time to resolution.

### Service-Level Insights

"Zenoss distills everything to a service-level view," said Art Rogers, director of enterprise services for TransUnion. "It takes thousands and thousands of events from a distributed infrastructure and simplifies them into 'red-light/green-light' for the performance and availability of your services. When those graphs change colors, you can get to root cause within three clicks."



**The integration with Zenoss has provided us with a unified real-time view of our services and has helped us evolve our technology and analytics. With their solution in place, we are better able to scale quickly and effectively to empower businesses and customers around the globe with the right information.**

*Art Rogers,  
Director of Enterprise Services, TransUnion*

"The impact views distill 10,000 events to 2,000 events and then down to two possible root causes," Rogers said. "You can literally get to root cause in three clicks."

### Integrated End-to-End IT Approach

TransUnion also uses Zenoss software as the hub that aggregates events from other forms of monitoring.

"When we implemented Zenoss, we massively simplified our infrastructure," Rogers said. "Now we're able to throw synthetic transactions in, we're able to do monitoring with APM, we've got tools looking at the logs for applications, and we're able to roll that all up into Zenoss."



**Zenoss for us is more than just infrastructure monitoring. It's application monitoring [and] it's business service monitoring because it consumes data streams from other tools.**

*Art Rogers,  
Director of Enterprise Services, TransUnion*



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