

## SUCCESS STORY



### Benefits of working with Zenoss:

- Saving time and driving efficiency
- Saving money and protecting revenue streams
- Detecting and preventing issues internally before customers report them

## Zenoss for Financial Services

Like many enterprises today, banks and other financial institutions demand an IT infrastructure that meets stringent internal and external service level requirements for performance and availability. In financial services, the applications driven by the infrastructure are often customer facing and generate revenue. But these organizations face unique challenges in efficiently delivering mission critical availability.

Enterprise financial services organizations are typically geographically and organizationally distributed, and are dealing with the entire spectrum of technologies from legacy mainframes to hybrid cloud computing deployments. With tremendous pressure to meet the highest service levels, most are struggling to succeed with disparate sets of monitoring tools they have accumulated.

To compound the problem, the IT groups are being asked to overcome these challenges in the largest, most complex enterprise datacenters. Many Zenoss customers have hundreds or thousands of business units, with applications and services uniquely being delivered by each. As well, financial services organizations are dealing with exponentially expanding sets of data that require management tools with a modern approach and a big data technology stack.

Zenoss Service Dynamics was designed from the ground up to meet these challenges, enabling software-defined operations for the modern datacenter, at scale. Zenoss delivers unified monitoring and service analytics for physical, virtual and cloud-based infrastructures.

Zenoss is that single source of truth – a single product that delivers service assurance to your IT infrastructure. Zenoss unified monitoring not only improves visibility and efficiency, it also introduces significant savings. With a single product that works across physical, virtual, and even cloud environments, Zenoss customers are able to decommission existing legacy frameworks like BMC, CA and IBM Tivoli. These customers are leveraging real savings to add FTE's, monitor more resources, and measurably improve quality and capacity of service delivery.

Zenoss utilizes a next generation microservices application architecture to dramatically improve performance monitoring, scalability, availability and usability. It is an integrated network, server and application management solution that includes auto-discovery, inventory management, configuration tracking, availability monitoring, performance management, event/log management, remediation, alerting and reporting, all through a single web-based console.

# "Zenoss Service Dynamics delivers everything we need in a single product helping us lower cost and effectively manage our hybrid infrastructure."

– **Kyle Kopp**, Infrastructure Manager for Huntington Bank

## Single Source of Truth

- Reduced cost and complexity through consolidation of tools – single data analytics warehouse, single pane of glass management
- Elimination of maintenance costs for decommissioned legacy monitoring tools
- Enterprise-level view of service delivery
- Manager of managers capability for interoperability with existing systems
- Increased management efficiency – up to 50% more devices per staff member
- Improved mean time to response (MTTR) of up to 85%

## Service Impact and Analytics

- Reduced management burden and immediate business impact analysis mean the ability to deliver higher service levels
- Continuously-accurate model of the infrastructure supporting each customer's services
- Real-time policy-based analysis of availability and performance within the context of each customer model
- Resource pools and capacity-aware job scheduling that dynamically allocate resources through Zenoss Control Center
- Mash up event, performance and configuration data and share insights easily with other team members and groups for more effective collaboration

## Big Data Scale

- Single pane of glass, single data analytics warehouse
- Millions of data points per second
- 100,000 KPIs per collector
- Multitenant architecture
- Unmatched Day 2 management operations
- Patent-pending "policy gate" impact assessment technology

Only Zenoss scales to deliver service-centric monitoring, root-cause isolation and operational intelligence that adapts in near real-time to today's most complex and dynamic IT environments. For more information on Zenoss Service Dynamics, please visit [www.zenoss.com/](http://www.zenoss.com/)

## About Zenoss

Zenoss is a leading provider of management software for physical, virtual, and cloud-based IT infrastructures. More than 35,000 organizations worldwide have deployed Zenoss to manage their networks, servers, virtual devices, storage, and cloud infrastructure, gaining complete visibility and predictability into their IT operations. Customers include Rackspace, VMware, Hosting.com, LinkedIn, Motorola, and SunGard.

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