

L7

L7 Enhances Value Proposition of Managed Services Offering with Nimsoft Monitor

Challenge

To provide highly scalable monitoring and reporting capabilities for customers' critical systems, network devices, and infrastructure as part of its managed service offering.

Solution

L7 implemented Nimsoft Monitor across 2,000 devices within a large, enterprise customer account to meet the client's need for performance monitoring, capacity planning, and customized reporting. L7 has also deployed Nimsoft Monitor internally and will be rolling out the same capabilities to other key clients.

Results

- Allows L7 to differentiate its offerings while guaranteeing performance levels and increasing customer satisfaction.
- Delivers information on key metrics via customized reporting and real-time dashboards.
- Provides insight into critical systems and applications.

Consulting, Integration, and Managed Service Provider Differentiates its Value Proposition with Customized Monitoring and Reporting

Background

L7 Solutions is an information technology (IT) and consulting company based in Perth, Western Australia. Through its managed service division, the company provides operationally focused services and advanced IT infrastructure monitoring, managing, and reporting to help clients increase service and infrastructure availability.

With four discrete business units that include advisory and consulting, integration, managed services, and training, L7 works with clients in a variety of industries, with a focus on utility companies and government resource organizations. With IT environments ranging from 50-3,000 devices, most of L7's clients lack in-house IT resources, so L7's managed services and ongoing support offerings are vital to their business operations and the health of their network infrastructures.

Challenge

L7 was presenting its business proposition to a large utility company that required realtime, continuous monitoring and reporting on critical systems and infrastructure. Until then, the company had been using a hybrid mix of monitoring tools, including both proprietary solutions and various shareware tools. However, there was no consolidated solution for monitoring, alerting, and reporting.

"The client's IT department didn't have a clear understanding of what was happening in the network," said Glenn McAtee, General Manager of Managed Services at L7, who knew that a highly scalable, unified monitoring solution was necessary to meet the needs of larger, geographically dispersed clients.

L7 looked at several available monitoring solutions, but a critical capability—dynamic, customized reporting—was not available with many products. "The output provided by most solutions is very technical and needs to be manually adjusted for presentations to upper management," said McAtee. During the evaluation of Nimsoft Monitor McAtee immediately recognized a difference. "Nimsoft Monitor is much simpler to use and more pragmatic than many other solutions, and delivers the automation necessary to meet the needs of larger clients with geographically dispersed networks," he said.

Nimsoft became a cornerstone of L7's bidding process. "We put Nimsoft into the mix as part of our bid," said McAtee. "Capacity planning and reporting

Results Cont.

- Enables L7 to respond to the needs of both high-level and technical audiences.
- Helps reduce operational costs associated with monitoring, managing, and supporting client infrastructures.

features were very important to this particular client, so we touted the capabilities of the solution during final discussions. It helped us close the deal.”

Solution

L7 has rolled out Nimsoft Monitor to 2,000 devices for this client. Nimsoft Monitor enables performance monitoring and capacity planning through enhanced visibility and a consolidated view of network health. The solution provides an aggregate view of critical systems and applications, and presents the information in a clear, concise way via customized reporting and real-time dashboards to accommodate a wide range of audiences, from upper management to technical staff.

“Nimsoft Monitor allows us to give our client either a high-level view of critical information or a more detailed view for technical audiences,” said McAtee. “Now we can easily customize reporting to meet the needs of any audience.”

L7 will also benefit from the support Nimsoft Monitor provides for cloud computing and infrastructure-as-a-service (IaaS) business models, which are key business strategies for the company. Nimsoft recently announced the addition of comprehensive monitoring for private cloud Vblock Infrastructure Packages to its unified monitoring architecture, enabling end-to-end performance and availability monitoring of network, storage, compute, and application layers. Vblock Infrastructure Packages are private cloud solutions from the Virtual Computing Environment (VCE) coalition—a joint partnership of Cisco, EMC, and VMware. Available as an on premise or on demand (SaaS) offering, Nimsoft Monitor can provide complete monitoring of Vblocks.

“Nimsoft support for Vblock Infrastructure Packages is aligned with our company-wide strategy for IaaS,” said McAtee. “We already offer cloud services around disaster recovery, antivirus, and antispam applications, so positioning Nimsoft Monitor as part of our offering adds value to those initiatives.”

McAtee said L7 has a roadmap for offering monitoring services through Nimsoft Monitor to other clients, and has also deployed the solution across its own infrastructure.

Results

Today L7 leans heavily on Nimsoft Monitor for differentiation during the bidding process. Being able to provide a visual representation of the health of a client’s network that is customized for the appropriate audience sets L7’s monitoring services apart; Nimsoft Monitor makes this level of customization easy and straightforward.

“We operate in a very competitive market, and the ongoing support that we can provide using Nimsoft Monitor is often the difference between us and another provider,” said McAtee. “Now we can easily show customers a consolidated view of their total environment and have high-level discussions about performance metrics, without having to get overly technical.”



Nimsoft Case Study

In addition to attracting new, larger clients, McAtee expects Nimsoft Monitor to help L7 reduce operational costs. "Other tools can be time-consuming and drain IT resources," he said. "Nimsoft Monitor is easy to use and implement. We rolled out the solution internally within a week and with our client in less than a month. No other solution we evaluated was that fast and easy to deploy."

With more and more companies focused on reducing IT costs incurred through failing systems, performance latency, and downtime, monitoring and reporting services will become even more marketable. According to McAtee, "Nimsoft Monitor enhances our overall value proposition for managing and supporting client infrastructures with the right toolset and capabilities."

About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

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