



A “Single Pane of Glass” view of all the ITOps using Open Source

Highlights

- *Consolidation of Alerts from various monitoring tools to provide single pane of glass to management*
- *Consolidated view of performance metrics from various tools to speed up RCA process*
- *Dynamic dashboards with high performance*
- *Investment in existing tools preserved*
- *No new investment in purchasing tools*
- *24X 7 tool support*
- *Single point of contact for consultancy, implementation and Support*

Client Requirement:

A global travel portal was facing a major challenge of monitoring disparate IT tools in their system. They had more than 2500 servers and more than 50 IT Ops tools and utilities being used to manage the servers, applications and networks. Management and operations dashboards were working in Silos and hence management was not getting the consolidated view at one place and various operation’s teams were struggling among them to do the RCA of critical alerts.

Management was looking for an economical solution to bring all monitoring data such as Alerts and Performance parameters in single consolidated dashboard so that they can get the overall system view at one place and operations team can do the RCA much faster.

Challenges:

- Disparate IT monitoring tools such as SCOM, Solarwinds, Rigor, Prometheus.
- All tools have their own dashboards and reporting systems.
- Lack of integrated dashboards from disparate IT tools hence no actionable insights for the management.
- Lack of consolidated alerts hence increasing the complexity of monitoring and doing Root Cause Analysis by the operations team.

Suggested Solution:

DCM analyzed all the challenges faced by the Management and IT operations team of the company.

DCM deployed the ELK stack which has strong capabilities in terms of integrating various matrices, logs and creating powerful dynamic dashboards with high performance.

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Investment in legacy tools was preserved and hence there was no additional cost involved for replacing the existing tools and training the operations staff. There was no cost involved in purchasing the ELK stack too as it has an open source community version.

While customers like the solution and the idea of Open Source, the challenge was getting the technical capability to make Open Source Tools work “for you”. This is where DCM’s expertise in implementing ELK and integrating hundreds of tools and device drivers made the difference.

The customer was also worried about ongoing support with an open source product. DCM offered 24X7 managed services for ELK and that provided the comfort to the management and helped in taking quick decision.

As a service partner, DCM has addressed all the challenges of management as well as operations team and implemented an economical solution with support commitment.

The Benefits:

- Consolidated Alert View from various monitoring tools for management and operations team.
- Consolidated performance view from various monitoring tools with dynamic dashboards for management and operations team.
- Management can now quickly assign the ownership and take decisions.
- Accelerated the root cause analysis process for operations team.
- Investment in legacy tools is preserved.
- No new investment in purchasing tools.
- Single point of contact for consulting, implementing and support.
- 24X7 tool support is provided.