

Case Study

Service Provider

Why Replace Open Source monitoring tools?

Confidential and non-binding document



The Client

[e-Qual](#) is a leading Global Managed IT Services operator.

e-Qual services are operated 24h/24, 7 days a week, out of its Service Operation center and cover Network Services either based on Satellite and radio owned network covering Europe, Africa, Middle East and Central Asia or MPLS and Internet VPN networks as well as IT Critical Servers Services for hosting in two highly secured computer centers or by Customer premises and their day to day operations.

On top of infrastructures services, e-Qual delivers high value-added Application performance services and Security services.

The Challenge

To manage its customers' business critical applications, e-Qual relied on several different open source products: Nagios for polling and retrieving information, MRTG for measuring and monitoring network traffic, Cacti for charting and a MySQL database.

The solutions worked reasonably well, but lacked key functionality. e-Qual wanted, for example, to be able to present different objects to different people depending upon their area of responsibility. *"It was very important to give access to our clients to only those parts of the infrastructure that concerned them,"* says Philippe de Lussy, CEO of e-Qual. According to Philippe de Lussy, network administrators only want to check the status of network devices, server administrators only want to check the status of servers and application support staff may wish to check the status of applications, networks and servers.

Not finding what it wanted, e-Qual decided to develop interfaces for managing access rights and object interdependency. The company invested nearly 5 years in programming these and other extensions to the open source products.

Unfortunately, with each new release of the open source software, e-Qual had to re-program the adaptations that had been made. Moreover, according to de Lussy, maintaining the software cost a minimum of 1 engineer per year.

***"This was a trap!
Contrary to what many people think,
Open Source is not magic and it's not free."***

The Solution

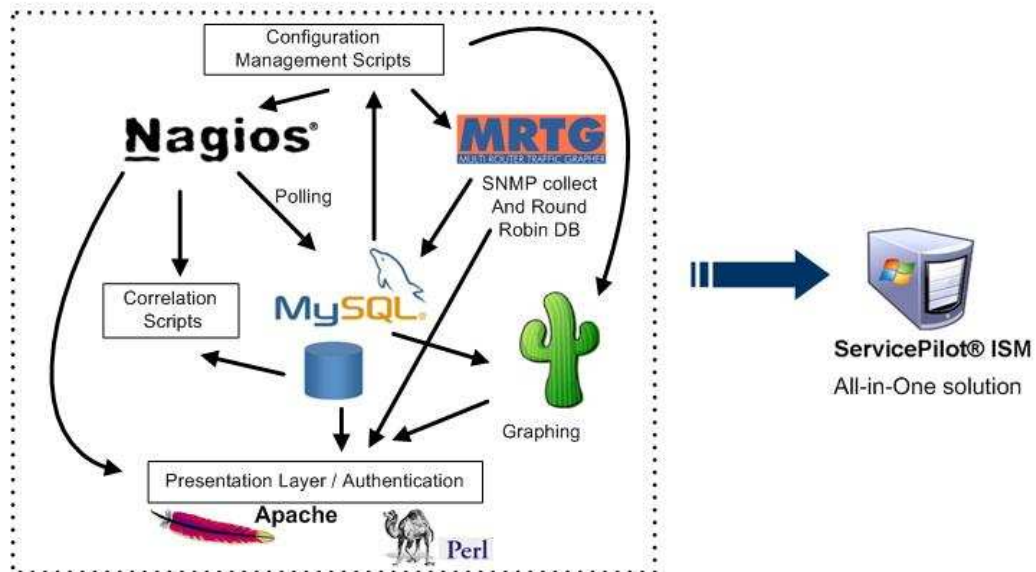
To find a way out of this dilemma but still have the functionality it wanted, e-Qual looked for another solution. Just as they were about to begin work on version 3.0 of their internally developed system, they discovered ServicePilot[®] ISM, a best-of-breed solution for end-to-end IT service management.

At the time, the product only had 80% of the functionality that e-Qual wanted. ServicePilot Technologies, however, committed to developing the remaining 20% – primarily event correlation to reduce the number of false alerts – and the two companies collaborated closely. As such ServicePilot Technologies reached 100% coverage of e-Qual needs in less than a year.

The Benefits

The new solution, version 7.1 of ServicePilot® ISM, was implemented by e-Equal in the first half of 2009. It not only meets all the company's functional requirements but also provides major cost savings and has enabled e-Equal to enhance its service offering.

From Complexity to Simplicity



The ServicePilot solution provides the following benefits:

- **Proactive monitoring**

Highly accurate indicators report the current status of a particular device (green: normal; orange: warning; red: critical). Moreover, the system also reports the speed with which a device will degrade. This often enables e-Equal staff to anticipate and fix problems before they occur or before a client notices them.

- **Correlation**

Thanks to ServicePilot ISM's latest development, alerts can be treated via smart rules and the resulting number can be drastically reduced to the ones that really need to be processed. As such work of Operations teams is optimized and focused on what really matter.

- **Reporting**

Thanks to ServicePilot ISM's support for custom indicators and its high degree of precision, e-Equal can accurately and automatically report its performance against the levels defined in service contracts. Says de Lussy: "We're now able to say that x% of the time I've achieved the objective."

- **Modeling service level agreements**

The accuracy of ServicePilot ISM enables e-Equal to precisely define service levels with the certainty that they can then be met.

- **Incremental investment**

Since ServicePilot ISM accurately forecasts utilization and performance over time, e-Equal is able to upgrade its infrastructure or to advice Customer to do so, in small increments as needed instead of expanding capacity in large blocs.

- **Cost savings**

e-Equal has eliminated the cost of development as well as maintenance (one software engineer per year).

- **Reduced complexity and cost**

ServicePilot ISM runs on a single server and according to Philippe de Lussy is “*extremely stable, compact, light and as such it provides more processing capability for the same computing power*”. This has enabled e-Qual to reduce the cost and complexity of operating its IT infrastructure.

- **Improved ease of use**

ServicePilot ISM is easy to install and intuitive to use.

By replacing its open source monitoring tools with ServicePilot ISM, e-Qual has been able to enhance both its managed services and improve profit margins.

“*We’re very pleased with our decision to replace the open source products with ServicePilot ISM,*” says Philippe de Lussy, “*We prefer to focus on our area of expertise, which is the IT Managed Services, and to let the experts at ServicePilot Technologies focus on doing what they do best.*”

About ServicePilot Technologies

ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and operated.

Service providers and Global 2000 companies are turning to ServicePilot Technologies to manage their network and system infrastructures and business-critical.

With its proven and robust software suite, the company serves customers across the spectrum of vertical markets including manufacturing, healthcare, financial services, education and government.

ServicePilot Technologies partners with software and hardware leading companies (Alcatel-Lucent, Aastra, Cisco, Microsoft, etc.) and distributes its solution through direct sales, as well as best-in-class integrators (Axians, Devoteam, NextiraOne, Orange, Telindus, etc.) to provide its customers with local services (consulting, delivery, integration and technical support).

COMPANY CONTACT

Alain Balut, VP Business Development, EMEA

ServicePilot Technologies

+33 (0)2 40 60 13 30

abalut@servicepilot.com



www.servicepilot.com

Americas

ServicePilot Inc.

5373 W. Alabama, Suite 209
Houston, TX 77056-5923

USA

Phone (toll free) +1 (888) 317 6753
Fax +1 (713) 840 1097

Europe

ServicePilot Technologies

162, boulevard des Océanides
F-44380 Pornichet

FRANCE

Phone +33 (0) 2 40 60 13 30
Fax +33 (0) 2 40 11 04 49

Asia - Africa

ServicePilot Ltd

5th floor, 49 Labourdonnais Street
Port-Louis

MAURITIUS

Phone +230 211 1172