



Web Monitoring Needs GWOS

How GroundWork Monitor Enterprise helped the leading provider of German website traffic analytics.

About INFOnline

BUSINESS

Leading provider of German website traffic analytics

LEGACY MONITORING SOLUTION

Nagios

ALSO EVALUATED

HP OpenView

NEEDS

- Advanced alerting and reporting
- Flexibility to customize code base
- Avoid service outages
- Web-based monitoring interface
- Ability to seamlessly monitor multiple datacenters
- Cost-effective
- Drastically improved uptime

RESULTS

- Custom-built SOAP interface allowing for improved off-site monitoring and configuration
- Saved thousands of Euros compared to HP OpenView, while also gaining superior extensibility
- Ability to become pro-active in remedying pain points rather than reactive.

Based in Germany, INFOnline is the premier provider of accurate and validated web analytics statistics for over 1,000 website owners, businesses, and advertisers. With INFOnline's superior tracking technologies the company is now tracking over 11 billion page views a month and reaches 90% of the online German web users.

As the German web audience grows and increases usage, so do INFOnline's web-tracking infrastructure needs. INFOnline saw a dramatic increase in necessary hardware in order to accomplish real-time tracking, monitoring, and reporting for their growing customer base.

INFOnline was initially utilizing Nagios as their IT infrastructure monitoring solution for their Linux-based environment. Despite some success with Nagios, the IT management team knew their unique needs and performance guarantees would require a more robust and scalable enterprise solution.

VENDOR SELECTION

The decision-making team quickly narrowed their options to HP OpenView, GroundWork Monitor Pro, or expanding their existing implementation of Nagios.

Having a preference for open source technologies, INFOnline briefly evaluated OpenView before deciding the limited functionality and customization capabili-

ties didn't warrant the hefty price tag associated with the proprietary solution.

After an extensive evaluation process, INFOnline opted for GroundWork Monitor Professional based on its advanced capabilities to automate a robust alert system for looming issues before systems became impaired. Previously, INFOnline was forced to scramble in reaction to a problem, as Nagios was limited in pro-actively identifying and diagnosing potential issues and often was unable to provide all relevant information in one summary report.

"The change from Nagios to GroundWork Monitor allowed us to completely change how we approached monitoring and maintaining our datacenters. We're now en route to a problem before it occurs rather than after the fact."

— Martin Zorn, Senior IT Manager

CENTRALIZED VISIBILITY

With a primary datacenter in Bonn as well as sizeable secondary datacenter in Frankfurt, INFOnline deployed GroundWork Monitor at both locations to monitor their 90+ servers.



The Outcome

With a more robust and flexible IT monitoring solution in place, INFOnline has been able to achieve higher availability in addition to more time savings assessing network errors and system failures.

With GroundWork Monitor implemented at both datacenters, INFOnline is now able to run real-time performance reports across their IT infrastructure as well as benchmark key performance metrics between the two datacenters. Having this added capability allows for administrators of both systems to better collaborate to tune and tweak performance of their existing set-up.

LEVERAGING GROUNDWORK'S API

INFOnline had a very robust system in place but still had one request that was very ambitious. They wanted to modify their GroundWork configuration but through a SOAP interface allowing them to change key configurations with GroundWork remotely.

Dass IT, a GroundWork partner, was enlisted and developed Dassmonarch, a Perl API to GroundWork that allowed configuration changes through a SOAP client. With Dassmonarch in place, INFOnline had a robust solution that could now be utilized wherever and whenever.

A SMART DECISION

INFOnline's business is growing with more customers looking to leverage their expertise in web monitoring. With a more robust and flexible IT monitoring solution in place, INFOnline has been able to achieve higher availability and save time assessing network errors and system failures.

With their IT monitoring needs being met with the help of GroundWork Monitor and Dass IT, INFOnline can now confidently support their fast-paced growth.

"We now have centralized visibility into what's going on with our datacenters. We've really leveraged the open source architecture to accomplish very valuable customizations in regards to automatic alerts and alarms to help us mobilize quicker."

— Martin Zorn, Senior IT Manager

139 Townsend Street Suite 500
San Francisco, CA 94107

Toll-free: (866) 899-4342
Tel: (415) 992-4500
Fax: (415) 947-0684

info@gwos.com
www.gwos.com

ABOUT GWOS

San Francisco-based GroundWork Open Source, Inc. (GWOS) is the market leader in commercial open source network and systems management software, delivering enterprise-class network, system and application management solutions at a fraction of the cost of proprietary solutions.

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