



Keeping Call Centers Ringing

OC Inc. dials up GroundWork Monitor Enterprise to limit downtime and fix problems remotely

About OC Inc.

LOCATION

Salt Lake City, Utah

BUSINESS

Telesales, call centers for inbound call management, customer acquisition, credit-card processing and customer support.

INDUSTRY

Call centers.

EMPLOYEES

300-600 (seasonal).

DIFFERENTIATOR

Call agent attrition rate 1/3 of the industry standard because of hybrid On-Site/At-Home model.

DEVICES MONITORED

65 servers and 233 services.

PREVIOUS MONITORING SOLUTION

Netmon and Nagios.

HOW SELECTED PREVIOUS SOLUTION

Chosen by previous team.

WHY GROUNDWORK

Cost-effective, ability to do reporting and metrics, remote monitoring.

BUSINESS DRIVER

With customers including infomercial producers, up to 90% of inbound calls are credit card processing; clients can't afford downtime or to miss or drop a call.

NEXT STEPS

Deploying more virtual machines to decrease hardware footprint.

For call center outsourcer OC Inc. (OCI), time is literally money, so keeping its complex infrastructure running during money-making hours is critically important.

"During a major sell or information push, such as an infomercial, you have 30 or 40 minutes to make your money. If the network is down, we lose a lot of money. We have to reimburse the client and lose major revenue," says Mike Marshall, OCI's Senior Network Administrator.

OC's operating model, which it calls "Hybrid On-site/At-Home model," makes monitoring even more critical. It allows call agents, once they are trained and hitting their call quotas, to work either from the company facility or from home. To work remotely from home, their PCs must be loaded with OCI's proprietary O'Curran Edge IntelliScript software and other specialty applications. With a workforce that varies seasonally between 300 and 600, that's a lot of machines to configure.

"If the network is down, we lose a lot of money. We have to reimburse the client and lose major revenue."

— Mike Marshall, Sr. Network Administrator, OC Inc.

"With Nagios, it's a bear trying to get configurations to work on every single machine. For the most part, you have to do an individual configuration on every machine. GroundWork Monitor Enterprise (GWME)

does that autonomously, and that saved me weeks setting up those machines. With GroundWork, it was set up in 24 hours," says Marshall, who used GWME's auto-discovery to get started.

"I was so impressed with GroundWork that within 24 hours I was requesting to purchase it. It did everything I wanted."

— Mike Marshall, Sr. Network Administrator, OC Inc.

For his first two years on the job at OCI, Marshall lived with the Netmon monitoring appliance that his predecessor had favored. When the recession hit OC Inc.'s business, word came down from top management to cut IT costs, so Marshall started evaluating cheaper monitoring options—but not for long.

"I was so impressed with GroundWork that within 24 hours I decided to purchase it. It did everything I wanted," says Marshall. Cost was his top requirement in the evaluation, followed by reporting and metrics, and then notifications about availability.

OCI monitors 65 in-house devices—Linux and Windows servers, MySQL and SQL Server databases, Avaya switches, virtual private network—and 233 services. "Anything with an IP address, I monitor with GroundWork." With that many moving parts, monitoring the complex system to keep it up and running becomes mission-critical.



Monitoring Summary

PREVIOUS MONITORING SOLUTION

Netmon and Nagios.

ISSUES

Had to set up monitoring on each machine with previous solution and lacked real-time notification.

EVALUATED

Netmon and Nagios.

SELECTED

GroundWork Monitor Enterprise.

REASONS

Easy to deploy, rapid notifications, strong reporting.

GWME DEPLOYMENT

CentOS stack hosted on site.

MONITORING COVERAGE

Everything with an IP address.

BUSINESS IMPACT

System uptime and ability to remotely fix issue is mission critical or else OC Inc. loses revenue.

OCI runs two data centers, one in downtown Salt Lake City and the other, where his most critical systems run, 20 miles away in the suburb of Draper. He manages both from the single GWME dashboard.

GWME also helps with security. Up to 90% of OCI's business involves processing credit-card purchases. That means layer upon layer of added security to meet the credit card industry's PCI security standard. Because he does not monitor remote agents' PCs, Marshall makes sure they are running VPN software tightly tunneled to the services they need in the data center so that he can quickly catch unauthorized usage.

"Our databases and systems on site are heavily monitored. We use multiple tools for security, and GroundWork is obviously part of that. We are trying to grow everything to make us more secure," says Marshall.

Using GWME remote capabilities, Marshall and his staff can handle many data center issues from home—a key capability because most call center activity happens at night.

In the call center business, system uptime is critically important, so Marshall needs reporting and metrics, not only for himself but for his bosses.

"Nagios by itself doesn't do that as well and I was discouraged by the time it took to configure," he says. GroundWork, on the other hand has greater sophistication.

Ultimately, Marshall is working to decrease the company's hardware footprint by mov-

"GroundWork it does all that autonomously. It saves me weeks in going in and setting up those machines because it does it automatically. We monitor our databases and availability."

— Mike Marshall, Sr. Network Administrator, OC Inc.

ing to a cloud environment. Already he utilizes Gmail and may add other Google Apps in the future. GroundWork will remain part of the formula.

"We switched to GroundWork Monitor Enterprise because it cost much less than Netmon for managing our Windows and Linux servers. GWME's Nagios implementation really works for us and it runs Nagios plug-ins natively," he says.

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.

©2010 GroundWork Open Source, Inc. All rights reserved. GroundWork Open Source and GWOS are registered trademarks of GroundWork Open Source, Inc. Nagios is a registered trademark of Nagios Enterprises.

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