GROUNDWORK
OPEN SOURCE

INFONLINE
Der Standard der Online-Messung!

> "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 then after the fact."
>
> - Martin Zorn, Senior IT Manager

Business
Leading provider of German website traffic analytics

Legacy Monitoring Solution
Nagios

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

Results
- Custom built SOAP interface allowing for improved off site monitoring and configuration
- Ability to become pro active in remedying pain points rather then reactive.
- Saved thousands of Euros compared to HP OpenView, while also gaining superior extensibility (now available as an add-on product on Groundwork Exchange)

INFOnline

WEB MONITORING NEEDS IMPROVED IT MONITORING

Based in Germany, INFOnline is the premier provider of providing accurate and validated web analytics statistics for over 1000 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 their usage, so do INFOnline's web tracking infrastructure needs. Because of this, 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 Open View, GroundWork Monitor Pro, or expanding their existing implementation of Nagios.

Having a preference for open source technologies, INFOnline briefly evaluated Open View before deciding the limited functionality and customization capabilities 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.

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 250+ servers.

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 setup.

"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.

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 networks errors and system failures.

LEVERAGING GROUNDWORK'S API

INFOnline had a very robust system in place but still had one request that was very ambitious. They wanted to be able to be able to modify their GroundWork configuration but through a Perl API, allowing them to make key configuration with GroundWork remotely.

Dass IT, a GroundWork Partner, was enlisted and developed Dassmonarch, a Perl API to GroundWork allowing for configuration changes to take through a script on the GroundWork server that evaluates the database and creates a GroundWork config automatically by feeding it using the Perl API into the GroundWork system.

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 in addition to more time savings assessing networks errors and system failures.

With their IT monitoring needs met with the help of GroundWork Monitor and Dass IT, INFOnline is now able to confidently support the fast paced growth they are experiencing.

ABOUT GROUNDWORK OPEN SOURCE

San Francisco-based GroundWork Open Source, Inc. (www.gwos.com) 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.

ABOUT DASS IT

dass IT GmbH was founded by former Senior Consultants of Suse Linux AG. All of the four founders call on many years of experience in the field of Linux projects. The SmartClient concept which has been mainly conceptualized and implemented for the Debeka Insurance Group though dass IT's founders is one of our core products today. Over 4000 workplaces are centrally administrated here. Furthermore, we now offer support and consultancy around Linux and Open Source, where we focus on system management solutions, automatic installation and integration of Linux servers and server services into existing complex IT infrastructures.

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