

SUCCESS STORY: OmniPresence

Managed Service Provider Ensures Systems Uptime for its Customers with Zenoss Enterprise

Overview

Challenge: With a growth rate of 800% over two years and plans for continued expansion, OmniPresence needed to quickly implement a solution to remotely monitor and manage systems performance and uptime of its customers' network and equipment.

Solution: OmniPresence selected Zenoss Enterprise for its speed of deployment, ease of use and maintenance, strong technical support, scalability and affordability

Business Value:

- Zenoss enabled OmniPresence to establish and meet service level agreements with its customers.
- Zenoss helped OmniPresence proactively detect performance issues worldwide before they impacted users.
- Linux based Zenoss Enterprise provided a full-featured yet affordable IT management solution for OmniPresence's heterogeneous IT environment, eliminating the need to deploy multiple solutions and allowing them to monitor remotely.
- Zenoss provided a painless deployment and was easy to extend through customization helping to meet OmniPresence's unique requirements.

Managing Growth

OmniPresence appeared on Inc. 500's list of "America's Fastest Growing Private Companies" in 2007. With a two-year growth rate of 800% and plans for continued global expansion, OmniPresence needed to put a remote monitoring solution in place quickly.

AT A GLANCE

OmniPresence
Marlborough, MA
www.omnipresence.com

Industry:
Telecommunications Managed Service Provider

Year Founded:
2002; Privately held

Number of Customers:
Over 200 worldwide

About OmniPresence:
OmniPresence is a leading global provider of affordable video, audio, and web conferencing collaboration solutions that enable organizations to reduce travel costs while increasing productivity. Small to large business and educational, medical, legal and government institutions benefit from their technological expertise and leading-edge enterprise conferencing solutions.

OmniPresence's Key Initiatives with Zenoss:

- Implement a scalable solution capable of monitoring a heterogeneous environment
- Remotely monitor and manage its worldwide customers' network and equipment
- Increase customers' productivity by ensuring systems uptime

“Be there without going there”

OmniPresence provides its customers the ability to make meetings-at-a-distance more effective with its audio, video and data systems design and integration. OmniPresence CEO and Co-Founder, Tom Wing realized that OmniPresence needed a complete IT management solution that would monitor not just their internal network and equipment, but all their customers' AV and conference equipment, as well as routers, switches, services, and processes. The new solution would need to automatically discover IT components for remote deployment at customer sites, and would have to be customizable to fit many different configurations.

“We understand that our customers need to do business remotely and we empower them to do that effectively. We also needed to do our business remotely and to be proactive in managing our customers' networks and equipment. Zenoss allows us to do this easily and reliably... we can be there without going there,” said Wing.

Central Dashboard Visibility

After a stringent testing process to choose the right solution ([see details right](#)), OmniPresence deployed Zenoss and began monitoring their internal and customer infrastructures.

“We have the dashboard displayed on a large screen in the support center for visual notifications, as well as message notifications going to our entire support team. This enables us to reduce systems down time and calls into our support center, resulting in increased customer satisfaction,” said Chris Sanford, Director of Technical Services.

Added Wing, “With Zenoss, we have a partner who responds quickly and reliably, just as we do to our own customers' needs. For us it's a win-win.”

Zenoss Benefits for OmniPresence

- Easy to Deploy, Use and Customize
- Scalable, Web-Based Solution for Remote Monitoring of Worldwide Customer Base
- Proactive Monitoring of Performance, Up/Down Status
- SLA Monitoring and Reporting
- Strengthened Support Capabilities
- Competitive Edge
- Global Dashboard with Integrated View

“We deployed Zenoss in less than one hour.”

Chris Sanford
Director of Technical Services

“We considered both proprietary and open source solutions, and allotted one hour to evaluate each. If we couldn't download it and get it up and running in one hour, we moved on to the next solution on the list. We had Zenoss up and running in less than an hour, and our technical teams gave the product rave reviews for functionality, scalability and stability.

It was an easy choice to go with Zenoss. Not only is the product great, but their support team is top-notch, responds almost immediately to inquiries and will go the extra mile to make sure you're 100% comfortable with the product. With Zenoss we get highly technical R&D and support together.

Zenoss enables us to be proactive with regard to our customers' network infrastructure problems. Using Zenoss we know about the problem before the customer does, and in most cases resolve the issue before it affects their business.”

www.omnipresence.com