

Opsview drives time savings of 40% and Site Reliability Engineering support for MSP OST

Managed service provider improves visibility, scalability and control at low cost



The Challenge

Customer satisfaction is absolutely key to OST's success, but was difficult to secure without comprehensive insight into its clients' IT environments. The MSP has a relatively small customer base of large organizations in sectors as diverse as healthcare and manufacturing – each of which may be running between 1,000-10,000+ servers. This required effective IT operations monitoring and automated response covering a diverse range of legacy and digital environments, so that OST crucially can identify and resolve issues before the customer even knows something is wrong.

Another challenge was the breadth of different client systems OST needed to support. These include: AS400, mainframes, OpenVMS and other decades-old but mission-critical systems; a dozen different on-premises storage system brands; and cloud native application infrastructure. Another important factor in OST's decision over which IT Operations Management (ITOM) provider to partner with was its adoption of Site Reliability Engineering (SRE). This Google-developed methodology aims to create highly scalable, ultra-reliable IT infrastructure, requiring a high degree of automation in IT monitoring and is now the core element used by major cloud providers to run their organizations.

To summarize, OST was looking for:

- ITOM, providing visibility and control across legacy and modern cloud environments
- Centralized control from a single pane of glass
- Support for SRE through automated monitoring
- Enterprise-grade scalability

SUMMARY:

● PROFILE

OST is an award-winning managed service provider (MSP) offering services to large organizations in industries as diverse as healthcare and manufacturing. IT operations monitoring is crucial to maintaining reliability and therefore building trust and success with these customers.

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● LOCATION

OST is a US-based MSP which started out 20 years ago as an ERP consultancy. It's a proudly employee-first business with offices in the US (Michigan, Minnesota and Texas), London and Hong Kong.

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● INDUSTRY

OST collaborates with customers to solve their IT challenges across a range of disciplines.

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● SOLUTION

Opsview Monitor was chosen to provide automated and centralized visibility and control across legacy and modern cloud environments, supporting the Site Reliability Engineering (SRE) methodology. It does so from a single pane of glass, while meeting OST's requirements for a highly scalable solution capable of supporting tens of thousands of servers.

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● BENEFITS

Opsview has reduced by around 40% the time taken by OST to find and resolve incidents, enabling the MSP to build closer relationships with its customers. This speed, and the ability to fix issues early on, has driven cost savings, enabling OST to invest in more highly skilled staff to add further value.

Scalability and support

OST initially chose to partner with Opsview a decade ago, with a free version of its ITOM tool. As the company grew, it migrated over to Opsview Monitor Enterprise, which added support and extra modular features such as reporting, a data warehouse and plug-ins to third-party platforms like the service desk. Opsview offered everything OST was looking for in an ITOM provider: a full feature-set at approximately a quarter of the cost of rival enterprise tools.

OST has scaled its business with Opsview over the past seven years without having to consider different systems, according to OST's MSP manager, Matt Glenn. Over that time, as OST's adoption of the SRE methodology became more important, Opsview seamlessly stepped in to support the insight, control and automation it required. Its support for open source Nagios plug-ins was also key, helping to provide visibility into a broad range of legacy and modern IT platforms.

Another key reason for choosing Opsview was because it supports such diverse infrastructure which is crucial for any MSP monitoring the enterprise space. A significant number of OST's customers were undergoing digital transformation initiatives and rearchitecting applications to the cloud for cloud native deployments. OST found Opsview's single pane of glass invaluable in ensuring that all applications running were performing well, and for the MSP it was also good news that Opsview has developed integrations to the cloud monitoring platforms from AWS, Azure and Google so that all metrics could be seen from a central environment. OST felt a strong cultural affinity with Opsview. "Opsview is somewhat similar to OST and we like having partners that we have a cultural connection to," says Glenn. "We're both organizations that put our employees first, and that resonates with us personally."

“Opsview represents to our customers an enterprise tool set with enterprise capabilities. It shows them that we're enterprise-ready.”

MATT GLENN, MSP MANAGER AT OST

Automation success

OST hasn't looked back since implementing Opsview for ITOM. Automation is key to the value of Opsview Monitor: it enables monitoring and remediation of any issues before they have been noticed by the customer. In total, this has generated time savings estimated at around 40%.

“When an incident is detected and there is an actual outage, our response time to those tickets is typically under five minutes and in a lot of cases it is within one minute. That is because Opsview immediately creates the incident in our service desk, then our paging system immediately pages someone and allows them to acknowledge it directly from their phone,” Glenn explains. “When they acknowledge the ticket, it is then communicated to the customer. On average, most of the incidents created out of Opsview are resolved in 10 minutes.”

By automating and spotting incidents early on, OST is also able to drive cost reduction. The money saved has then be re-invested in the company to further improve service levels and drive growth.

“In driving down costs, we can have one person supporting a much larger number of systems than we could before,” says Glenn. “This means that we can hire more knowledgeable and skilled people than before to drive customer satisfaction, enabling a great balance and growth.”

Other notable benefits of Opsview for OST include:

- **Single pane of glass visibility** for a wide range of legacy and digital systems – including diverse cloud systems
- **Scalability:** one new customer runs 33,000 servers, which Opsview is helping OST manage
- **Reporting:** adds further value for the end customer by enabling quarterly reviews of their IT infrastructure use, capacity and service levels
- **Accountability:** direct integration of Opsview into the OST ticketing system enhances transparency with customers and highlights the value of speedy incident response

Having come so far already, Opsview is right behind OST as it continues its growth journey.

“We are a smaller organization and we provide services to organizations that are much larger than we are. So, we have to go to them and operate at their level,” says Glenn. “Opsview represents to them an enterprise tool set with enterprise capabilities. It shows them that we're enterprise-ready.”



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