

Case Study: InfoStretch



Strengthen Teams - Facilitate Growth

The most critical part of IT services industry is accurate and timely delivery that adds value to the customer's business. The services are measured by SLAs to be met. Our client InfoStretch, was looking for a unified solution to monitor and enforce all components of SLAs and enable its teams to deliver the best service.

Key Monitoring Challenges

InfoStretch was using an open source platform, NAGIOS, to monitor its IT infrastructure. Though the monitoring solution had zero direct cost, the indirect cost was piling up every day and leading to much higher TCO. InfoStretch was facing the following critical challenges:

1. **Lack of correlation across layers:** Lack of visibility across IT layers made it difficult to narrow down the cause of SLA violation.
2. **Inaccurate alarm management:** Too many false alarms kept administrators busy in identifying the correct alarms rather than solving actual problems.
3. **Inefficient multiple location monitoring:** The custom views of NAGIOS platform were difficult to understand and configure, making multiple location monitoring difficult and a cumbersome process.
4. **Lack of multi-tenancy security:** The increasing number of employees and differential roles across the teams made it necessary for InfoStretch to enable role based access for each team member. However with NAGIOS the scenario was difficult to manage.
5. **Increased indirect cost:** An open source platform like NAGIOS requires high-skilled employees to configure and manage the platform because of its complexity.

Mindarray Solution

Mindarray offered comprehensive and unified platform for all IT monitoring requirements. The solution was not only able to address key challenges but also increase efficiency of teams across the organization. Mindarray offered the following solutions to address the key challenges:

1. Network Monitoring
2. Server & Application Monitoring
3. Virtualization Platform Monitoring
4. Business Service Management (BSM) & SLA Enforcement
5. Application Testing Profiler Monitoring
6. Log Event Analyser & Compliance

Mindarray Benefits

Mindarray deployment at InfoStretch provided the much needed freedom from transitioning across multiple screens, worrying about false notifications and enforcing SLAs. Mindarray increased organizational performance and efficient handling of IT processes. Key benefits of the solution provided were as follows:

1. **Unified Monitoring:** Monitor complete infrastructure across layers i.e. network devices, servers, applications, virtual environments, databases and logs. This helped teams identify root cause of problem accurately, take proactive actions and correlate the affected areas.
2. **Accurate Performance Monitoring:** Mindarray added value to QA services delivery of InfoStretch with its application testing profiler monitors. InfoStretch teams were able to monitor accurately the application containers viz. Glassfish, Apache, Tomcat and platforms like JVM and .net.
3. **Increased Employee Efficiency:** The team was no more flooded with false alarms, but was more involved in proactive actions and resolutions with Mindarray's smart alerting, exhaustive reporting and dashboards.
4. **Faster Compliance reporting:** Mindarray's out-of-the box compliance reports for ISO saved significant time compared to the manual process of NAGIOS.
5. **Improved SLAs and Business Performance:** Mindarray enabled teams to define and monitor SLAs on critical business services as well as on KPIs, thus leading to higher rates of SLA target achievements.
6. **Insights for CIO:** Mindarray's BSM module enabled InfoStretch CIO to have a bird's eye view of complete IT infrastructure, enabling strategic decision making and aligning business goals.

About Mindarray

Mindarray is an IT performance management suite for businesses to monitor and analyze performance across multiple applications and network resources. Mindarray helps you take control of your dynamic IT infrastructure by cross-domain monitoring, multiple vendor support, SLAs, forecast analytics and other impressive features. Driven by innovation, Mindarray is built from the ground-up to provide next generation IT management. Mindarray's cost effective management solutions can be deployed in less than an hour and are designed to avoid dependencies on any custom hardware.



About Infostretch

InfoStretch is a leading provider of mobile and enterprise QA services and solutions. Their offerings range from enterprise QA, mobile application development, testing, and automation to certification and sustenance. Their clients include enterprises, carriers, app stores, VAS, and ISVs with presence in key verticals such as banking, healthcare, education, and entertainment. The technology driven team have scaled the platforms & people to test over 2,000 apps a day.