



Monitoring as a service significantly streamlines the operation of OMS company

OMS is one of the largest lightning producer operating in Central and Eastern Europe and technological leader in the field of comprehensive lightning solutions. The company was founded 1995 and currently lights up various types of spaces in more than 120 countries in the world.

1. REQUIREMENTS

- to create a concept of **modern monitoring service** minimizing negative impacts of unexpected incidents on OMS operation
- **to alert about specific incidents** and monitor defined parameters
- **to avoid and eliminate infrastructure outages**
- to ensure smooth and continual operation of the company
- **to disburden IT department** of time-consuming maintenance
- to simplify the ITSM management

2. SOLUTION

- **full migration to new monitoring as a service solution**
- new SLA contract with redefined parameters
- **solution tailored to OMS requirements**
- cancellation of licenses for Enterprise solution
- transition of competencies to service provider
- performance reports
- **development of additional features** based on customers' requirements
- **reduction of hardware requirements** on monitoring infrastructure

3. RESULTS

- **modern monitoring service** flexible to handle all dynamic changes in IT infrastructure
- **prediction of incidents** that may potentially occur
- **automation of specific tasks** with no need for human interaction
- **elimination of hardware outages** that may interrupt the production
- **increased stability of IT infrastructure**
- automatic ticket assignment to relevant team of specialists responsible for its resolving
- **reduction of outages** caused by lack of information about current infrastructure performance

USED TECHNOLOGIES

Zabbix (OpenSource Monitoring solution)

Mixer (incident correlation and event viewer) *

Local configuration *

Event logfile monitoring *

* developed by Soitron

Background

Currently, all companies, including industrial sector, are trying to continually move forward and develop the information technologies that help them to maintain a competitive advantage and operate more effectively on the market. As a matter of course, increasing complexity of the companies' infrastructure requires a higher level of monitoring and reporting system. OMS decided to benefit from all advantages of monitoring as a service. This solution is able to solve issues relating to IT infrastructure as a complex system, performance and load of individual devices, components as well as applications. Automatic notification system that alert technical team about occurrence of serious or unexpected incident is considered very helpful. Correct set-up of processes can save time and decrease or minimize the production outage.

Solution

New monitoring solution provides OMS also with significant cost savings. The migration to a new system consisted of installation of new monitoring "agents" and assignment of particular monitoring instructions. In case of this solution, it is possible to set-up individual monitoring values and parameters separately per server, what contributes to high adaptation and flexibility of settings. SLA contract with OMS has been rewritten, supplemented by additional relevant paragraphs and "tailored" to requirements of our customer.

Outcome

Monitoring service is capable to actively monitor all selected parts of infrastructure (such as switches, routers, servers, etc.) according to customized settings and defined parameters. All incidents are automatically forwarded to Soitron Service Desk and assigned for resolution to internal OMS team or Soitron technical specialists.

All collected data are available for detail analysis in the form of complex control of current performance of the infrastructure (e.g. current CPU utilization) or performance report referring to selected period of time.



OMS, a.s.

OMS has been operating in the market since 1995 and is one of the leading lightning companies in Central and Eastern Europe. It is a designer and producer of industrial and designer lighting, and offers comprehensive solutions both for interior and exterior. It is a modern company, which is a trend setter in the field of design, technology, and responsibility towards the environment. It is proud of its own development and research center, and internal department of design, which in combination with above-the-standard technical background enables the company to set new trends in the field of lighting.

www.omslighting.com

SOITRON, s.r.o., member of SOITRON Group

Soitron is a Central European integrator operating in the IT market since 1991. The company's philosophy is to constantly move forward, and that is why it is a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotization and process automation, artificial intelligence, the Internet of Things (IoT), IT infrastructure, communication and cloud solutions, IT security, IT services and outsourcing, IT advisory and applications, and IT department digitalization. Its product portfolio includes smart police car solutions – Mosy and cyber security services – Void Security Operations Center. Soitron, s.r.o. is a part of the Soitron Group and employs more than 800 international experts. The group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland, and the UK.