

MONITORING SERVICE IMPLEMENTATION FOR JOHNS MANVILLE SLOVAKIA

COMPANY: **Johns Manville Slovakia, a.s.**

CORE BUSINESS: **Fibre glass production and processing**

EMPLOYEES: **900**

A system that monitors your infrastructure, operating systems and the status of applications is, in the eyes of many, prohibitively costly in terms of the initial investment and the need to employ a team of trained specialists. But there's a cost-effective alternative: "Monitoring as a service" - a simple solution used, among others, by Johns Manville Slovakia.

1 Prior state

- * Licensed HP SIM monitoring tool
- * Dedicated monitoring software
- * Limited choice of hardware vendors
- * Difficult customization
- * Inability to scale the system by new add-ons
- * A local IT team dedicated to ad-hoc issue-solving
- * System with no ITSM processes
- * Service Desk services unavailable

2 Present state

- * A modern monitoring service flexibly adapting to ever changing IT infrastructure
- * Ability to anticipate potential events
- * Automated tasks with no human interaction required
- * Elimination of any hardware failures that could have adverse effects on the production
- * Improved IT infrastructure stability
- * Automatic incident assignment to appropriate teams dedicated to handling and resolving the issue
- * Improved sense of security by active technology monitoring
- * Minimized disruptions caused by lack of information about the state

3 Solution

- * Full migration to the new monitoring service
- * Standardized solutions tailored to customer's needs
- * Additional functionality developed upon request
- * Predefined parameters in SLA
- * Responsibilities transferred to the service provider
- * Use of certified personnel of service provider

Today, information technology is not an “inevitable cost” anymore, but rather an effective tool that can bring significant benefits and help companies to move forward. Naturally, the growing infrastructure complexity of modern companies also requires a higher level of monitoring and reporting.

We have provided Johns Manville with a comprehensive service monitoring system built on a standardized solution extended and adapted to the particular needs of the customer’s IT infrastructure. Since this was a well-defined customization of the standard solution, we were able to use economies of scale to create value for the customer. The solution is highly autonomous with any emerging incidents being automatically recorded, forwarded to the ticketing tool and then assigned to the team of specialists for resolution.

This clearly results in disburdening customer’s internal IT staff and higher work efficiency. With collected data analysis the customer gets a full picture of how well their corporate infrastructure works, how effective their efforts are and what is the level of utilization of individual components. One of the major benefits is also the cost effectiveness.

Implementation was done in several phases. After secure communication between the main monitoring

server and customer servers has been established, we specified the list of devices that would be covered by the monitoring service. Since the new service greatly enhanced the variety of available options, the number of monitored devices was increased from 20, as originally planned, to 40. As a next step, monitoring agents were installed and activated and necessary parameters were defined. All important service operating conditions were defined in the SLA approved by both parties.

The monitoring service clearly demonstrated its value as early as in the pre-production phase during the parameter refining process when a number of important incidents were successfully captured and the customer was immediately notified. In the production phase, such an incident would be automatically assigned a ticket by the service provider’s trouble ticketing system and addressed by the relevant expert. After a short testing operation, the service was successfully commissioned.

The collected data are archived and can be analysed at any time to generate a report for a specific time period. An in-depth analysis can help you prevent potential problems in the future.

USED TECHNOLOGIES:

- Zabbix (OpenSource Monitoring solution)
- Mixer (incident correlation and event viewer)*
- Local configuration*
- Event logfile monitoring*

* developed by Soitron

Johns Manville Slovakia, a.s.

Johns Manville - a US based company founded in 1858, is a leading manufacturer of premium-quality construction and industrial products with a leadership position in all the markets they serve worldwide.

They employ 7,000 employees in 40 manufacturing facilities in America, Europe and Asia. Johns Manville is part of the Berkshire Hathaway Group. Johns Manville Slovakia, a.s., Trnava, is the group’s largest European fibre glass producing and processing facility. It employs approximately 900 employees.

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SOITRON, s.r.o. (member of SOITRON Group SE)

Our company was founded in 1991 and has long been active in the European market as a systems integrator in the areas of IT infrastructure, communication solutions, applications, security, IT services and Outsourcing. Our philosophy is to continue moving forward; that makes the company the leader in implementing unique technologies and innovative solutions.

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