

## EFFECTIVE MIGRATION FROM PROPRIETARY MONITORING SOLUTION TO "MONITORING AS A SERVICE"

COMPANY: **SOITRON**

SECTOR: **IT**

EMPLOYEES: **480**

Operating your own proprietary monitoring solutions is significantly more expensive and complex approach because of the need for certified specialists as well as additional costs in a form of license fees. Monitoring as a service provides you with more effective solution.

### ① Before migration

- \* Expensive enterprise system based on costs calculation per server, per application
- \* Service payments during the whole period of contract
- \* Unclear licensing model and the associated high costs
- \* Frequent changes in support models
- \* Additional payments for extra features and modules
- \* Extra costs related to "tailored" solution
- \* Long term lifecycle with no possibility of active change
- \* Specific requirements for trained and certified people
- \* Software fixed on specific type of hardware
- \* Payment obligation also for non-used services
- \* Contract dependency just on one supplier
- \* The need for proprietary ITSM software

### ② After migration

- \* Clear system with no license fees or additional costs per application, per server
- \* Transparent and fixed price model during the whole contract period
- \* Extra features and modules available for free
- \* Flexibility in solution modification with no relation to specific life cycle
- \* Big developers community with free knowledge database
- \* Open Source software
- \* Significant savings in total costs
- \* SLA with conditions tailored to customer needs
- \* Payments according to used features and services
- \* Service Desk and Incident management as a part of SLA
- \* Structural change from capital costs to operational costs
- \* Increased level of flexibility, scalability and availability

## Realization

Regarding the end of our enterprise monitoring solution lifecycle, we faced a difficult situation with a need for smart decision at the end. We had two alternatives: maintain the Status Quo and continue with currently-used license model of Enterprise monitoring solution, or implement an Open Source solution. There was a large discussion comparing several possibilities the current software market was offering us. The first step was to clearly identify a suitable platform appropriate for our business model. It had to meet our demanding requirements for quality, scope of service and support availability. Our final decision led to implementation of Enterprise monitoring solution built on Zabbix platform.

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Thanks to new solution, modified according to our need and requirements, we managed to decrease total costs by 80%. Migration process took 3 months and was carried out seamlessly and with no outage of our services. ”

**Ivan Kollár**

Senior Monitoring Consultant  
Soitron, s.r.o.

During the proof of concept period, we spent 12 months on functionality testing, service quality verification and internal software development. We confirmed our premises that implemented solution provided us with comparable functionality and quality of service, as any other available Enterprise solution.

Besides the monitoring of technical parameters, we focused also on evaluation of economic benefits. In our case, we achieved a **reduction of total costs by 80%**. The result was verified (reaffirmed) also by deep analysis, carried-out 6 months after the solution deployment and “Go Live” decision.

Migration of our infrastructure, containing 324 servers of different platforms, 840 network devices and several types of applications, **took 3 months**. Our customers as well as system administrators did not experience any limitations. **No service outages or breach of SLA contracts were monitored during the migration phase.**

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

Our company has long been active in the European market as a system integrator in the areas of IT Infrastructure, Unified Communications, Customer Interaction, Content Management, Security, IT Services and Outsourcing. Since 1991 we have been helping companies such as Tatra banka, Slovenská sporiteľňa, Orange, E-On, J&T, Hewlett Packard and many others to grow their business. Its philosophy is to continue moving forward; that makes the company the leader in implementing unique technologies and innovative solutions.

Soitron, s.r.o. is a member of SOITRON Group SE operating in six countries. Company has currently more than 800 international experts, including professional teams in Slovakia, Czech Republic, Romania, Turkey, Bulgaria and United Kingdom and the annual turnover of more than 136 mil. EUR in 2015.

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