\\\virtana | **Case Study**

Mitel Gains 99.9% Uptime with Virtana

ABOUT

Industry
Communications Software

Location
Virginia, USA

CHALLENGE

Needed to Mitel disparate monitoring tools, including IBM Netcool, Fire, eHealth. Wanted to supplement fault management with richer performance monitoring

RESULTS

Easy integration with Cisco UCS, VMware, and other enterprise technology stacks. Integration with BMC CMDB, Remedy and Orchestrator. Extensibility through Integration customization to adapt to ever-changing environment.

ABOUT:

Mitel is one of the world's leading communications software and services brands, providing integrated communications and collaboration solutions for approximately 75 percent of the Fortune Global 500. The company needed to maintain its strong reputation for product reliability and security while continuing to provide customers with a seamless and efficient collaboration experience on any device. The primary concern of the Mitel IT team is preventing network and application outages — or quickly identifying and remediating those that do occur.

THE CHALLENGE:

Before implementing Virtana, Mitel used a number of separate monitoring and reporting tools, each providing a limited view into a portion of their complex IT operations. The monitoring software previously used by Mitel allowed only for fault management. Capturing performance data required Mitel to deploy an additional set of tools from a separate vendor. And the tools were not easily expandable, making it costly and difficult to support Mitel's wide range of product offerings and keep up with continual version changes.

> " Our main driver was to have one comprehensive tool rather than the many disparate tools that left significant gaps in the information we collected. The way that Virtana is set up — with collectors coming back to hubs — is a much smarter architecture. And having a single supplier has greatly simplified the process.

Mitel Enterprise Collaboration

Mitel®

Mitel required a monitoring platform that would cover both hardware and application tracking equally effectively, as well as provide data on historical performance. While preventing downtime was the company's primary focus, Mitel selected Virtana because of the ease of adding new monitoring functions and the Virtana open-source background, which allows Mitel to achieve custom capabilities without significantly altering the core program.

Virtana' modular extensions for supporting numerous IT assets, called Integrations, as well as the overall monitoring capabilities of the platform have enabled Mitel to better position themselves as a monitoring services provider offering a wide range of options to

THE RESULTS:

Virtana provides Mitel with a single monitoring and reporting platform used globally between multiple operations groups to provide 24/7 coverage.

Mitel has two primary production monitoring systems, one covering North and South America and the other covering Europe, Asia and Africa. More than 200 remote collectors worldwide are routed through 10 hubs connected to the two main systems.

Virtana simplifies the process and enhances Mitel's service capabilities by providing monitoring, data collection and much more within one unified tool. Custom-developed Integrations allow Mitel to capture and report on data from hardware and application elements that were not previously visible.

Also, as users of BMC's CMDB, Orchestrator and Remedy products for configuration and incident management, integrating Virtana software with these products allowed them to easily populate configuration items, create incidents and trigger automation workflows.

> "
> Virtana has allowed us to report on the performance of our customers' systems with more detail and monitor our customers' systems with more accuracy. They have been invaluable in helping us to maintain our monitoring and improve our service.
> "
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> Mitel Enterprise Collaboration

WHY IT MATTERS:

With Virtana, Mitel is able to track the overall availability of the service as a whole, even for complex products consisting of dozens of interdependent servers working together. Improving product reliability has allowed Mitel to offer a 99.9 percent uptime guarantee, resulting in happier customers. Virtana allows Mitel to verify the 99.9 percent uptime on the overall system and quickly show the root cause of any issues, even in a complicated deployment.

Virtana has allowed Mitel to monitor and capture application details that were previously not tracked. Improved event organization and filtering has dramatically reduced the number of IT incidents in a given year.