CASE STUDY

Replacing Nagios

with ServicePilot

servicePILOT

www.servicepilot.com
+33 2 40 60 13 30
info@servicepilot.com

Note: Due to the nature of the information presented in this document, the client has asked that the data be anonymized.

CHALLENGE

Our client, a French hospital center with close to 4,000 employees, is a major economic player and an important regional employer. Certified since 2002 by the French Health Authority, the institution is beholden to provide its health care professionals with quality IT infrastructure based on high-availability and high-performance networks, servers and applications; all to the benefit of its patients.

To monitor this infrastructure, the group's IT department used the free Nagios solution which unfortunately raised a number of difficulties. This solution did not allow it to supervise the amalgamated indicators from all devices in its sensitive equipment perimeter. It was difficult to build dashboards for monitoring and reporting. It was also difficult to maintain and administer. The health center wanted to have a collaborative, simple to administer tool, capable of meeting its monitoring needs in terms of metrology and reporting in a heterogeneous environment.

SOLUTION

By replacing Nagios with ServicePilot, the Hospital Group has equipped its IT department with a solution that allows it to meet stringent quality of service commitments, thanks to the following enhanced capabilities:

1) Maintainability of the monitoring platform

The hospital group now has a monitoring solution that is simple to maintain and administer, in contrast with its experience with the free Nagios software. To meet this type of demand, ServicePilot simplifies maintenance operations by providing built-in templates (called "packages") and using provisioning files (called "referential files"). On the one hand, the packages provide all the information related to the technology to be deployed (collectors, indicators, thresholds, etc.). While the referential files link the actual infrastructure components with their monitoring model, based on simple text or CSV files. Nowadays, the group's IT department can maintain its monitoring solution in 1 hour a week, allowing them to concentrate on their core activities.
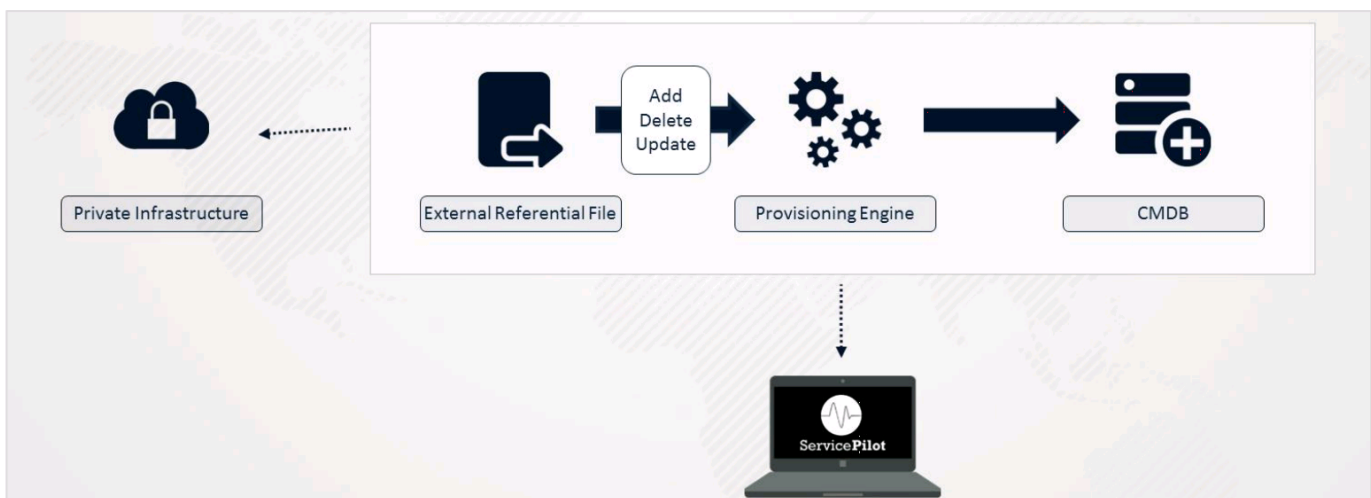
2) Availability and performance of a varied technical environment

Incorporating a wide range of technologies, ServicePilot allows IT teams to identify performance degradation instances affecting all parts of its infrastructure.
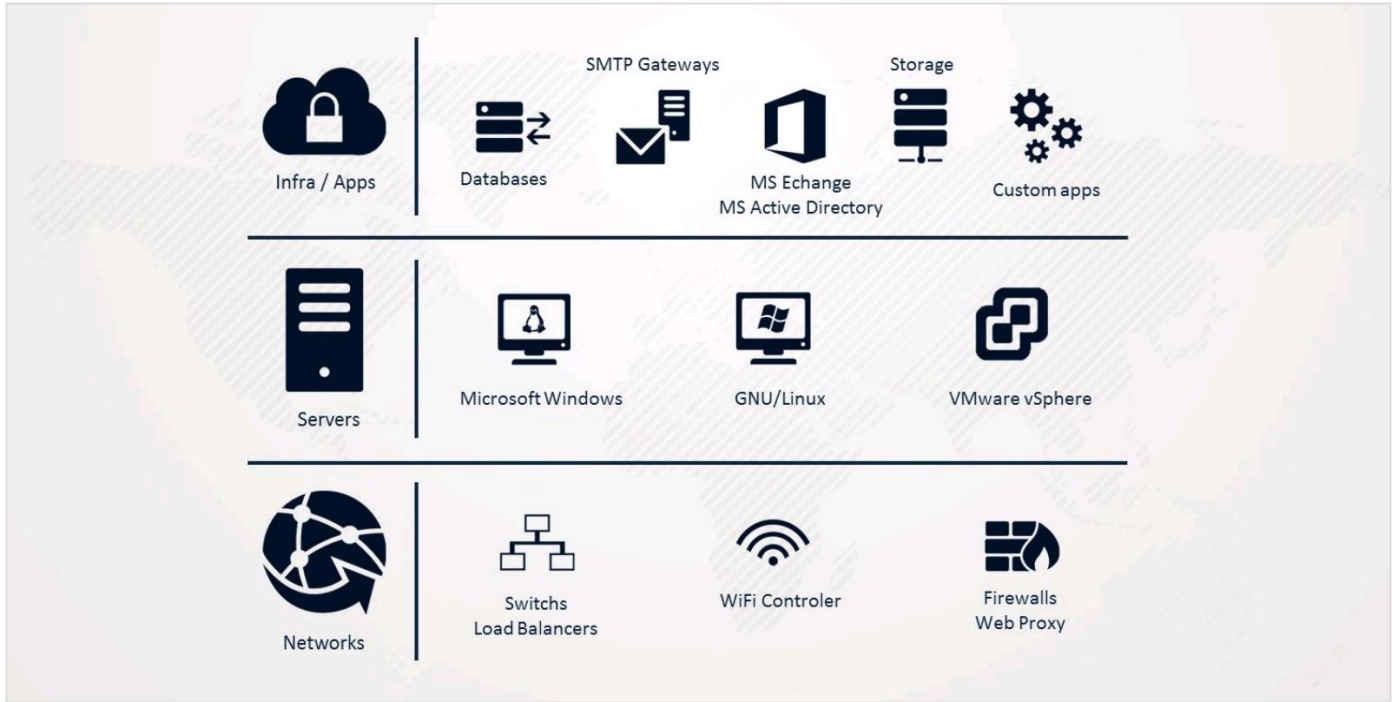

Once detected, issues can be examined through a unified operating interface, and associated alerts can be sent by email to the individuals concerned.
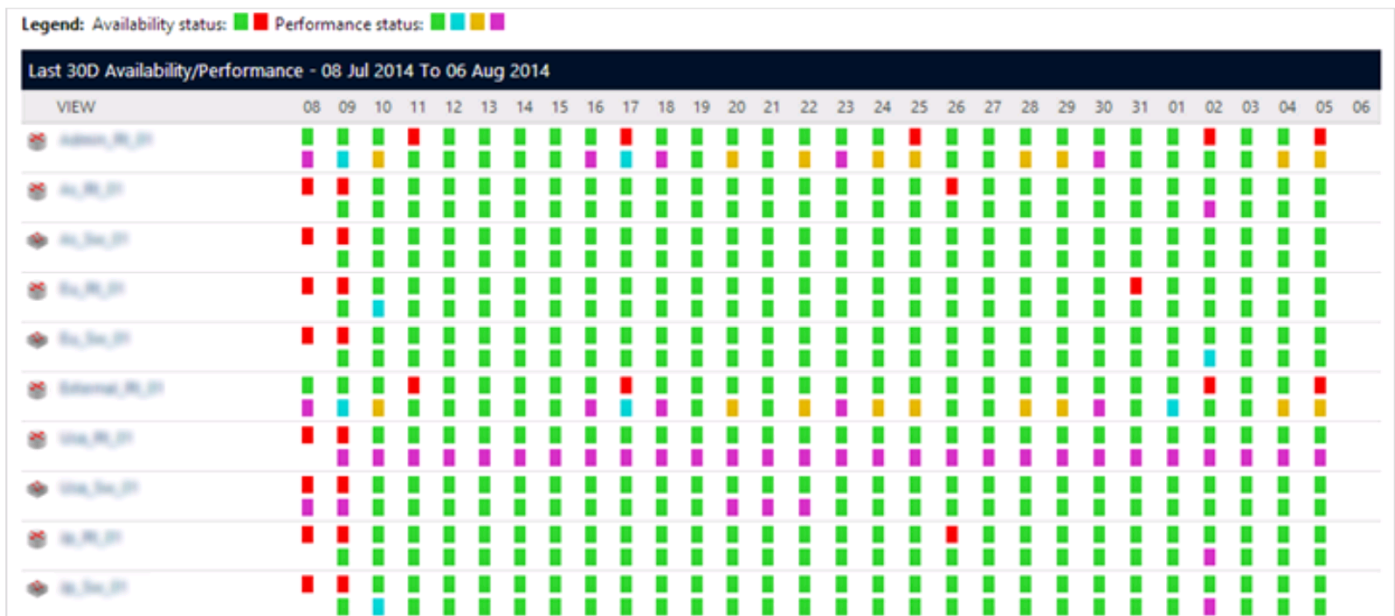
3) Presentation of historical data

ServicePilot offers the group's IT department the possibility of analyzing historical infrastructure performance data, and correlating it with past service degradations.

Moreover, the monitoring system is now capable of predicting future usage for each component, helping to anticipate resource contention and allowing for better resource optimization.
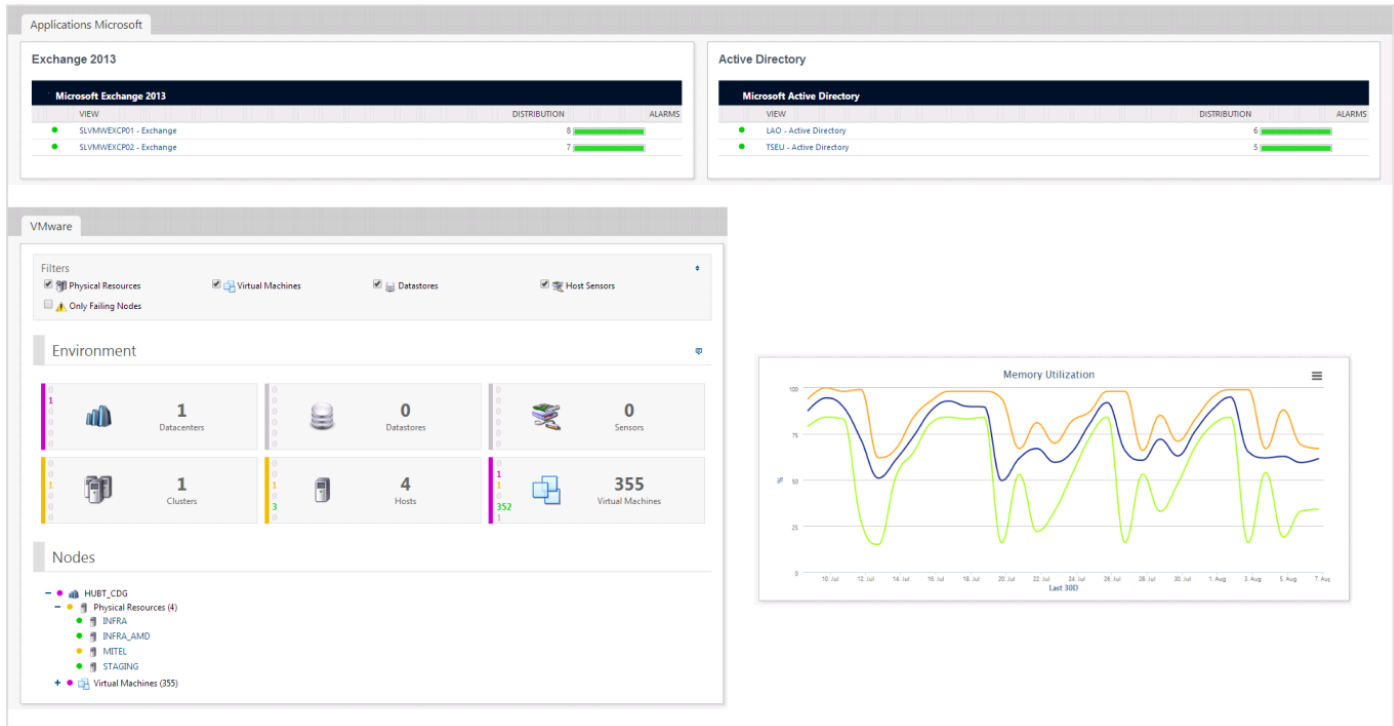
4) Easy PDF report creation

IT users can now also create PDF reports in just a few clicks from ServicePilot's web interface.

These reports can be customized or created from built-in report templates, and their content adapted based on the target audience (technical, managerial and more).

5) Reusing Nagios scripts

The instrumentation of certain hospital computer system relied on the execution of Nagios scripts.

Fortunately, ServicePilot's external API can receive data from any third-party system, as Syslog messages.

Thus, for the teams to be able to continue to use these scripts, two simple changes were made:

- Minor update to the format of the script's responses that are run automatically on the remote systems (as scheduled tasks or automatic action, etc.) so that they are recognized by ServicePilot (completion time: 5 minutes)

- Using the ServicePilot "Remote Plugin" Agent to automatically execute deployed Nagios (ERS) agents and retrieve the results (completion time: 5 minutes)

BENEFITS

Thanks to ServicePilot, the group's IT teams now have increased responsiveness with the prevention, detection and resolution of incidents, thus improving the experience of their many users.

Additionally, the simplicity of ServicePilot's administration (done in barely in 1 hour a week) has facilitated the adoption of the solution by the different technical teams in the group.

Furthermore, ServicePilot's statistic and trend analysis features have benefited the group by allowing it to optimize its IT resources.

Finally, allowed it to maintain the consistency of its computer system by reusing the scripts that had been setup previously between Nagios and the other components.

You too can diagnose availability and performance issues faster with ServicePilot.