

OpsRamp

Success Story

Liquid IT Tames Tool Sprawl, Reduces Alerts with OpsRamp



Liquid IT is a New Zealand IT services company that delivers cyber-security, network connectivity and integrated workspace services to government and corporate clients in New Zealand. The firm manages a hybrid IT environment for its customers that includes Microsoft Azure cloud services, Cisco Meraki cloud network services, plus on-premises compute, storage and networking from VMware, Dell EMC, Nutanix, AeroHive and Palo Alto Networks.

Liquid IT needed a unified platform to monitor and manage this environment as the complexities of its hybrid infrastructure outpaced the capabilities of its previous IT monitoring vendor and various other point tools it was using. It found the right fit in OpsRamp's Digital Operations Management platform.

Business Challenges

Tool Sprawl

Liquid IT had multiple monitoring tools across their hybrid infrastructure, physical and virtual servers and storage, applications and databases, but no correlation of alarms across those tools, leading to alert overload and a high rate of false alarms.

Monitoring Gap

Existing monitoring tools didn't cover all of Liquid IT's infrastructure effectively, which made root cause identification a challenge. For example, while the previous platform ingested event data from Liquid IT's Cisco Meraki cloud networking services, it failed to provide any performance metrics from this data. This required Liquid IT staff to navigate through multiple screens to identify and diagnose performance issues once they arose.

Dashboard Limitations

Dashboard capabilities were limited, making it harder for employees to find the answers they needed from the monitoring data. There was also no role-based access control (RBAC), which made it more difficult to provision dashboards that delivered information tailored to employees' roles.

"Single pane of glass is not a term I like, but we needed to get to the position where we at least had a starting point of where to look. Then you move on for more diagnostics."

-Brendan Owen, Infrastructure and Tools Consultant, Liquid IT

The Solution

Hybrid IT Infrastructure and Event Management

The OpsRamp Platform provided Liquid IT with discovery of on-premises and cloud resources; monitoring of hybrid infrastructure and workloads; visualization of IT assets and resources and service maps from a unified console; native event management, including AI/ML-based event correlation, enforcement of first-response policies and automated alert escalation; and integrations with Microsoft Azure Active Directory, Freshservice IT

service desk and Logz.io. Liquid IT is using OpsRamp to monitor nearly 2400 assets across cloud and non-cloud infrastructure, including Cisco Meraki, VMware, Microsoft Azure and Amazon Web Services.

Multi-tenant, Multi-tiered Architecture

The OpsRamp Platform allows Liquid IT to monitor not just its own instances, but its customer instances, providing role-based access control and dashboards.

“Customers love the dashboards, they’re getting visibility for the first time of services they have procured, and are consuming real-time information about their operations, not just getting a summary report every month,”

-Brendan Owen



Key Benefits



Alert Deduplication and Reduction

Liquid IT was able to compare new events with open alerts and eliminate duplicate events already covered by previous alerts, reducing alerts by more than 63% just by eliminating these duplicate events. OpsRamp’s alert correlation and suppression capabilities reduced alerts by an additional 85%. Overall, Liquid IT rated OpsRamp’s AIOps capabilities as more than 95% effective at reducing alerts. This resulted in reduction of mean time to detect and resolve and an increase in service availability.



Improved Patch Management

With OpsRamp, Liquid IT was able to maintain a complete, accurate picture of configurations across their entire IT infrastructure and build standardized configuration and patch management processes to mitigate risk, improve efficiency, and drive business agility.



Root Cause Analysis Breakthroughs

One Liquid IT customer was having persistent problems with slow application performance. The tools Liquid IT had been using, including AWS and Cisco’s own monitoring tools, showed conflicting results and Liquid IT couldn’t find the root cause of the problem. After deploying mobile OpsRamp Gateways and running performance tests with OpsRamp Synthetic Monitoring and Infrastructure Monitoring, Liquid IT was able to finally determine the root cause of the slow performance: network packet loss through the ISP’s firewall. The company soon discovered that many of their customers had the same issues with their ISPs. They were able to equip customers with the data they needed to demand that their ISPs live up to their service level agreements. Many of those customers are now expanding their use of Liquid IT’s managed services.

How OpsRamp Helped

OpsRamp provided Liquid IT with a modern IT infrastructure management platform that could keep up with its customers' hybrid infrastructure needs. Here's what we delivered:



Improved Visibility

OpsRamp provided integrated visibility, monitoring and alert management across Liquid IT's entire IT landscape with a single platform for simplifying monitoring and management of this hybrid environment.



Reduced Alert Noise

OpsRamp's AIOps-based event correlation and alert suppression reduced alert noise and fatigue by up to 95% from Liquid IT's previous solution. In addition, the OpsRamp Platform provided role-based alert escalation for faster mean time to resolution (MTTR); and automated patch management.



Multi-tenant, Multi-tiered Architecture

The OpsRamp Platform provided Liquid IT with a multi-tenant, multi-tiered solution with role-based dashboards and reporting so that it could deliver real-time visibility of business service performance across all of its customer instances.

Do You Need to...

- Combine scalable automation, contextual insights and big data analytics to deliver true single-pane-of-glass visibility?
- Deliver a wide range of hybrid and multi-cloud infrastructure services with modern discovery, monitoring, event management and automation capabilities from a single unified platform?

Call and Schedule a Demo with OpsRamp Today

www.opsramp.com/request-demo