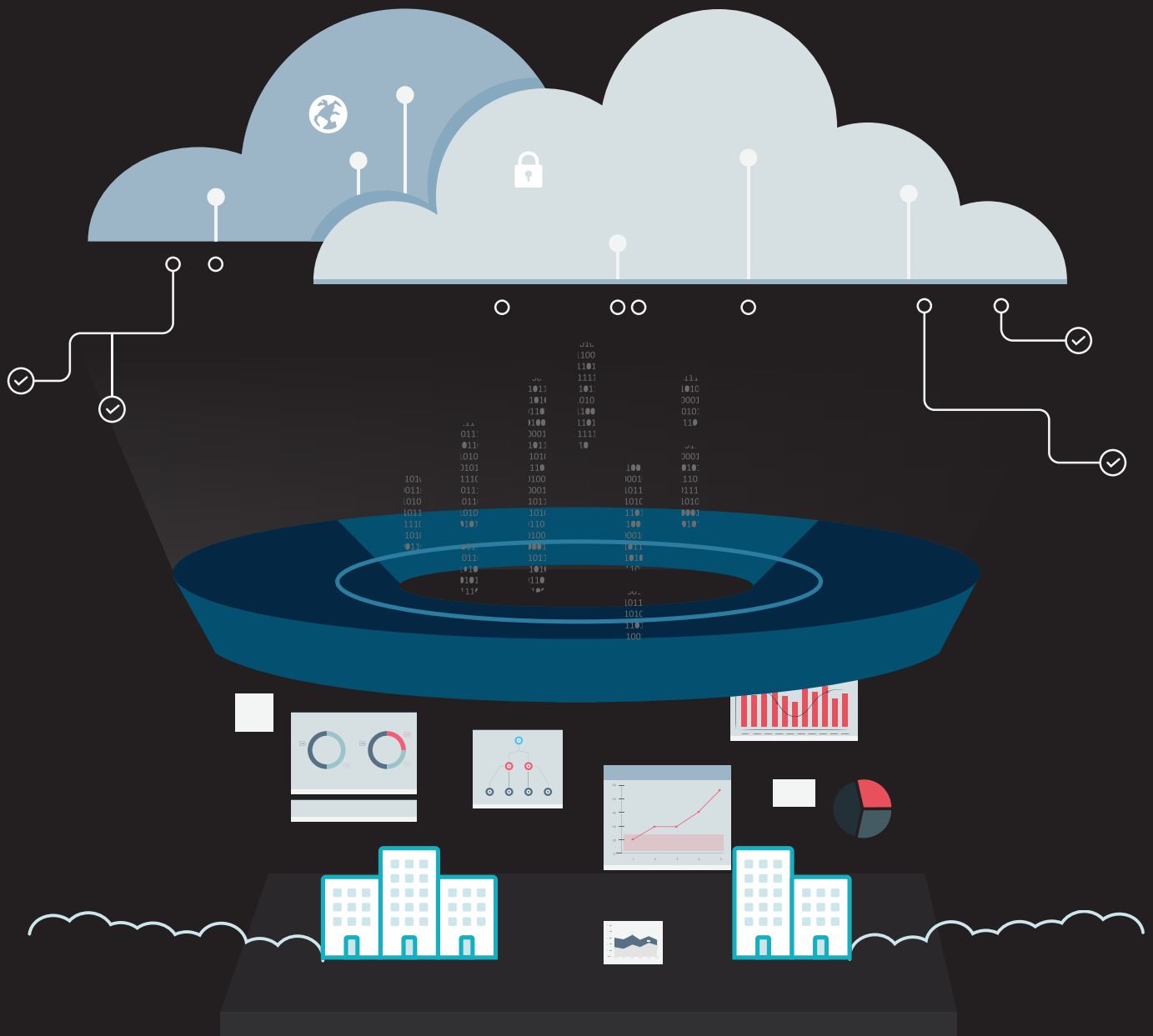


## Markley Group Deploys OpsRamp to Support Hybrid Cloud Modernization for Customers



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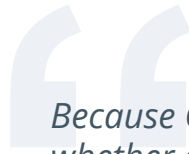
**MARKLEY**

[www.markleygroup.com](http://www.markleygroup.com)

**Business:** New England's largest and longest operating multi-tenant, mission-critical telecommunications and data center facility.

**Operations:** 3,000,000 square-feet of data center space across U.S./Europe

**Founding Year:** 1991



*Because OpsRamp can monitor any infrastructure, whether on-premises, in a private or in the public cloud, it's an ideal match for customers that are running hybrid and multi-cloud environments."*



**Patrick Houston,**

Director of Engineering at Markley Group

## Overview

[Markley Group](#) is a Boston-based data center leader. Founded in 1991, the company operates a data center portfolio that exceeds three million square feet, offering co-location and private cloud services to customers across multiple sectors including life sciences and financial services. Its customers have diverse needs from compliance to performance, making Markley's services more attractive for some workloads than using public cloud providers.

The company supplements its hosting services with disaster recovery and backup, as well as direct connect to [AWS](#), a vital offering for customers running hybrid IT environments. "For us, it's all about giving our customers options," says Patrick Houston, Director of Engineering at Markley Group.

## Challenges:

To compete with major cloud service providers, Markley needed a modern, multi-tenant monitoring solution that spanned on-prem, private cloud and public cloud infrastructure.

## Solution:

Markley deployed OpsRamp to monitor its own data center infrastructure for clients and is also offering the solution as a service for customers to deploy internally.

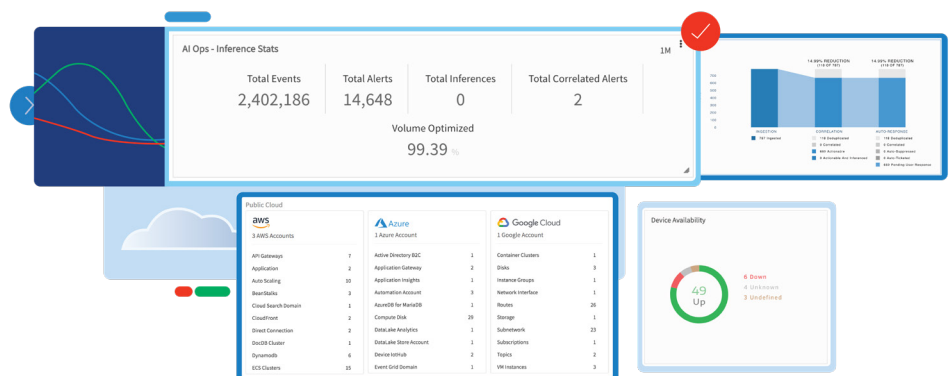
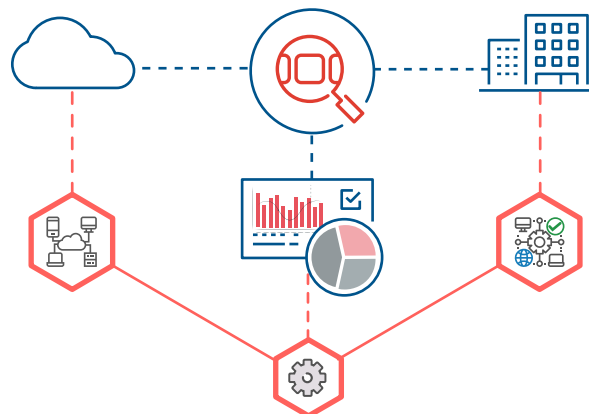
## Benefits:

Markley has gained first-ever capabilities for business service mapping and topology mapping to prioritize and resolve incidents faster, and achieved a 6X reduction in time spent patching systems.

## Need for Change

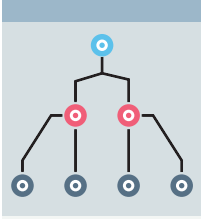
Markley Group offers customers a feature-rich suite of services, a portfolio the company continues to grow to effectively compete with the major public cloud providers. "As we expand our offerings, we needed a robust multi-tenant monitoring solution, which led us to OpsRamp," Houston said.

The company replaced an older monitoring solution in the Spring of 2020 with OpsRamp, and also offers OpsRamp as a service to customers. "Because OpsRamp can monitor any infrastructure, whether on-premises, in a private or in the public cloud, it's an ideal match for customers that are running hybrid and multi-cloud environments," he said.



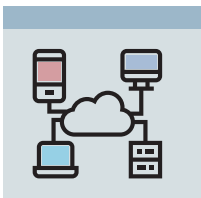
# Saving Time and Gaining Visibility

Markley Group has realized several benefits so far from using OpsRamp to monitor its internal IT infrastructure, which are critical to delivering high-quality, resilient services to customers:



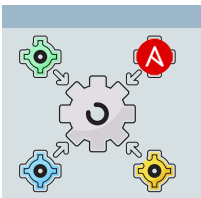
## Service maps and actionable dashboards

With OpsRamp, Markley can now create [service maps](#) for individual business services and access the related dashboards to drill down into components. For instance, for the [VMware](#) service, the Markley team can view the status of all technologies supporting it, such as storage and web portals, and drill down into subservices to pinpoint the actual issue. Says Houston: *"Having a big dashboard is nice but it doesn't always tell you the impact of a device going down nor if the issue is even important. With a service map orientation we can quickly understand the business or customer impact of an incident."*



## Topology maps for auditors

Markley Group is also finding value in OpsRamp [topology maps](#) which show the relationships between application components and infrastructure. During a recent audit for ISO 27001, Markley's team could show auditors the network topology and server infrastructure which is automatically updated. Having dynamic network configurations at their fingertips saves time during troubleshooting and ensures compliance.



## Roadmap for automation

Markley is beginning to fast-track toward greater IT automation, beginning with an investment in Ansible. OpsRamp's integration with Ansible will be instrumental in the journey to make IT processes and workflows more efficient and accurate.



## Simplified patching

The company has experienced a 6x reduction in the maintenance windows for patching key operating systems. Prior to OpsRamp, the team had to use one system to patch Windows, another for Linux, and then use its monitoring tool to document and track the changes. Now, employees use a single system, OpsRamp, to schedule and execute all patching tasks from one browser window. The new process is much smoother, automated and faster for the Markley team.

*"This is a real time-savings advantage for us and for our customers, as they have less scheduled downtime during patching,"* Houston said.



## Business Value

As Markley has gained expertise with the OpsRamp platform, the IT organization sees the potential of using it as a single pane of glass and command center to manage all IT operations, according to Houston. *"If we want to be competitive as a private cloud provider, we need to offer all the core services that our customers are using in the public cloud including monitoring and the ability to show detailed metrics from all components,"* he says. *"Now with OpsRamp, we can finally do that. This capability should help us grow our cloud business as well as support another line of revenue by reselling this service to our customers."*

## About OpsRamp

OpsRamp makes it easy to control the chaos of modern digital infrastructure. Our cloud platform discovers, monitors, manages, and automates hybrid environments to simplify and modernize IT operations management.



To learn more  
[OpsRamp.com](https://OpsRamp.com) // 1.855.847.8272  
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