Performance Assurance & Monitoring for Distributed IT Environment

eG
Enabling Service Excellence

Overview

GSF is a leader in cleaning and hygiene services for corporations in healthcare, government, food and restaurant industry, and public spaces in France. Founded in 1963, GSF has grown to over EUR 600 million in revenue.   The company employs about 27,000 people.

Challenge

Centralize IT to gain better efficiency, reduce cost and improve management of business applications.

Implementation

The project in numbers:
- 27,000 employees
- 1,500 users of the IT system
- Over 100 servers
- eG implemented and functional within 10 days

Results

- GSF now monitors all with a single platform
- Proactively alerts administrators
- Easy to use and customizable for fine tuning on the fly

eG Innovations Helps GSF Deliver Better IT Performance

The Project: Centralized IT Environment

Historically, the GSF IT infrastructure has been highly distributed with each of the 105 branch offices hosting their own AS/400 servers running various databases and business applications such as payroll. The goal of the IT transformation project was to centralize IT infrastructure at headquarters to gain better efficiency, reduce cost and improve management of all business applications.

"Actually, it is quite a different story to run a centralized system where an issue can impact 105 branches compared to a decentralized architecture where a local issue only impacts a few users" says Thomas Girard, Manager of the infrastructure team. "This makes efficient performance management even more critical than before."

To better manage the complex and heterogeneous infrastructure and the business critical applications supported by it, GSF started looking for an efficient monitoring and performance management solution that is capable of monitoring the entire spectrum of IT systems involved in the business service and would ensure high application availability and performance across all parts of the company.

The Selection Process
The key evaluation criteria were ease of integration into the GSF environment, ability to quickly detect and diagnose performance issues across the entire IT environment, and ease of use on a day-to-day basis.

In the proof of concept, eG Innovations demonstrated its ability to monitor Oracle databases running on Unix servers, and to adapt to heterogeneous physical and virtual environments. One of the key differentiators that impressed GSF is eG's capacity to automatically identify root-cause problems, and proactively detect performance issues and alert IT before end users notice.

> "We needed to find a performance management tool for central monitoring of the new IT platforms at our headquarters. We wanted a comprehensive solution for granular monitoring of Cisco networking equipment, Unix Servers, Oracle and MySQL databases, VMware environments, and also SAN storage systems.
> Our goal was to acquire a single solution that is simple to use and manage, and covers our entire IT environment – we found this solution in eG Innovations."

Thomas Girard
Infrastructure Team Manager, GSF

GSF was also impressed by the speed and ease of deployment demonstrated by eG. The solution's ease of use and its ability to quickly detect and diagnose service performance issues across the entire IT environment made it the clear winner in the GSF selection process.

After defining the specific integration parameters, the complete solution was implemented and running within 10 days. Soon after a comprehensive training, covering all aspects of eG solution, GSF became autonomous in running the eG platform.

Benefits

With eG Innovations, GSF now monitors all of its platforms with a single platform. The simple and intuitive interface saves administrators time in diagnosing system performance issues.

"The software distinguished itself on functionality, ease of use in production, and it perfectly matched our requirements and IT our environment," said Thomas Girard. The solution learns what "normal" system behaviour looks like and proactively alerts administrators before performance issues get out of control. GSF can easily use the product, fine tuning on the fly, modifying some tests, defining maintenance windows, or adding some extra external agents as required.

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ABOUT eG INNOVATIONS

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures. Only eG Innovations offers 360-degree service visibility with virtualization-aware performance correlation across every layer and every tier - from desktops to applications, and from network to storage. This unique approach delivers deep, actionable insights into the true causes of cross-domain service performance issues and enables administrators to pre-emptively detect, diagnose, and fix root-cause issues - before end users notice.