



Consolidated Monitoring Helps Involta Streamline Operations and Support Growth



Real-time visibility enhances customer satisfaction

EXECUTIVE OVERVIEW

Company: Involta

Employees: 250

Industry: IT Service Provider

Business Need: Monitor internal and customer environments to deliver superior, dependable managed services.

Solution: LogicMonitor Monitoring Platform

Benefits:

- SaaS monitoring provides dependable monitoring across diverse customer sites while reducing hardware costs.
- Real-time monitoring provides customers visibility into their services for improved satisfaction.
- Improved insight into root causes of issues helps enhance network performance and availability.

CHALLENGE

Involta is a leader in helping organizations plan, manage, and execute hybrid IT strategies. This award-winning IT service provider and consulting firm supports a variety of services including colocation, cloud computing, managed IT, cybersecurity, fiber, and network connectivity. Involta's services for healthcare, manufacturing, financial, and technology customers help businesses power IT transformation.

As the pace of digital transformation accelerates across every industry, Involta has been expanding its offerings and evolving its services as a managed service provider (MSP).

"Over the last year we have hired 50 more employees and acquired several other companies," says Joseph Minshull, NOC Manager at Involta. "We are increasing our footprint into hybrid cloud, putting customers into Microsoft Azure, AWS, and Google, as well as our own private cloud environments, based on their specific needs."

Much of Involta's growth has taken place through acquisitions, and as a result, its environment has become more complex and difficult to monitor and manage.

"As an MSP, we had been using a remote management and monitoring tool and a network monitoring tool in addition to other solutions to monitor customer environments," says Minshull. "We realized that it wasn't practical to have all these different tools and that we needed to standardize and consolidate."

Involta needed a single comprehensive tool that would fit easily into its existing environment, to provide monitoring across on-premises, cloud, and hybrid infrastructures.

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NOC MANAGER, INVOLTA

SOLUTION

After considering several different monitoring solutions, Involta chose LogicMonitor. This SaaS-based solution provides comprehensive coverage across the entire IT stack for its own organization, as well as customers' diverse environments.

"Our infrastructure includes just about anything and everything because we provide support for customers and help them manage all the devices they happen to have in place," says Minshull.

Involta wanted to implement LogicMonitor instantly across its distributed infrastructure of more than 2,000 different technologies and were able to take advantage of the solution's rapid deployment abilities to hit the ground running.

"Implementing LogicMonitor across our infrastructure was very easy for us," says Minshull. "We had instances and other monitoring tools at each of the locations, so we simply put a collector on our central server. Everything was already pointing to the central server, so we started by running LogicMonitor."

BENEFITS

Replacing its existing monitoring tools with a SaaS-based solution has enabled Involta to save money, as well as meet customers' requirements more effectively.

"Some of our customers actually require 100 percent uptime for monitoring," says Minshull. "Previously, we addressed that requirement by monitoring from multiple tools. With LogicMonitor, we can simply deploy multiple collectors to a site to fail over if necessary. Migrating to an as-a-service monitoring solution lets us eliminate 20 servers, and the storage and licensing costs associated with them, reducing our footprint." bandwidth, so we can provide a dashboard and they can check it in real time."

Provisioning LogicMonitor is faster compared to Involta's legacy monitoring solutions, which helps its IT staff save time for other priorities. The solution also helps the organization improve its insight into the health of its infrastructure.

"LogicMonitor helps us dive more deeply into the root causes of issues," says Minshull. "It helps make us more aware in the event of outages or other problems. In some cases, we'll spot an issue with a device that we didn't know was there."

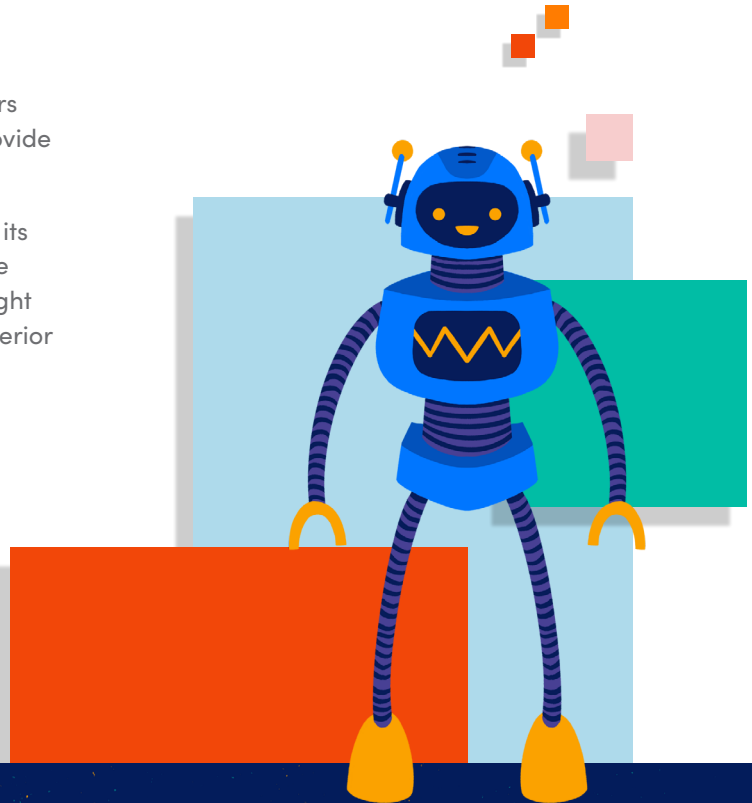
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Involta's end customers benefit from the solution as well, because the firm can provide access to dashboards and monitoring data to customers that require additional detail about their services.

"We offer enhanced user accounts that let our customers see real-time data that was unavailable before. One customer wanted to view their voice network to help identify potential bottlenecks. Others might require insight into bandwidth, so we can provide a dashboard and they can check it in real time."

As Involta deploys the LogicMonitor solution across its entire organization while eliminating older tools, the organization is gaining deeper, more complete insight across its entire organization—and delivering a superior experience to its end customers.



LogicMonitor's unified monitoring platform expands possibilities for businesses by advancing the technology behind them.

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