LogicMonitor

Serenova Powers Contact Center-as-a-Service with Deeper Monitoring and Insight

LogicMonitor Delivers Real-Time Visibility to IT and Executives Alike

EXECUTIVE OVERVIEW

Company: Serenova

Industry: Technology

Business Need: Streamline monitoring and alerts to help IT proactively maintain infrastructure health and improve insight into performance.

Solution:

- LogicMonitor Monitoring Platform

Benefits:

- Consolidated monitoring lets Serenova track infrastructure health on a single platform instead of six or more separate tools.
- Proactive monitoring helps minimize system outages that could impact end customers.
- Reporting helps minimize alert fatigue to help keep IT staff productive.

CHALLENGE

Contact centers are key to delivering the superior customer experience that's essential for businesses. But today's diverse organizations often find it difficult to manage multiple, globally dispersed agents and call centers.

Serenova stepped up to solve the problem by offering a cloud contact center as-a-service offering that gives agents and administrators access to the tools and applications they need from any location. At the heart of its SaaS solution is a hybrid cloud infrastructure that extends across six global data centers, with 3,000 devices and 7,000 cloud resources.

Serenova has grown steadily over the past decade, from a homegrown solution to an enterprise-class solution. As the company has developed, its monitoring and management needs have become more challenging as well. "As our technology has evolved and our company developed, we needed a monitoring tool that could keep up with us," said Kelli Bonin, NOC Manager at Serenova. "When we had an infrastructure issue, there would be no proactive alerting. We would have to go click through multiple steps to go find a document. We were cycling through multiple internal tool pages and document pages just to see what that one alert might have led to."

To gain the visibility and proactive monitoring it needed, Serenova decided to transition from multiple hand-built, open source tools to an enterprise-class solution that was scalable and hybrid cloud-ready.

SOLUTION

Serenova evaluated several options, but found that the LogicMonitor Monitoring Platform was the only one that could provide complete visibility across its hybrid infrastructure.

The solution lets Bonin and her team gain a consolidated view of its voice traffic and data, as well as its applications and AWS services, from a single platform. "We had been using at least six tools, including open source Nagios for systems and networks alerting, and Grafana for AWS monitoring, and have migrated nearly all of them to LogicMonitor," says Bonin. "In some situations, we have kept our custom applications monitoring tools and integrated them with the new solution."

Now Serenova can bring together rich monitoring data from all of its systems, applications, and cloud services, and tailor it to suit any stakeholder's needs. "You can write very in-depth, technical dashboards for your IT team, or lovely overviews for an executive—all in one tool," said Bonin. "For example, I've developed a NOC report that uses a business dashboard to illustrate and track call and online agent capacity, and compare them to system

Consolidated 6 seperate monitoring tools across:

6
GLOBAL DATA CENTERS

3,000
DEVICES

7,000
CLOUD RESOURCES

capacity. LogicMonitor lets us make that data very visible, and you can view it at a glance. It makes it easy to see what an application is doing and how our infrastructure is handling it."

BENEFITS

By providing proactive monitoring and alerts, LogicMonitor has had an immediate impact in helping Serenova get out in front of potential issues that could affect its customers.

"Most everybody in operations has LogicMonitor up with the alerts page on their screen," said Bonin. "Visibility has increased dramatically. In one case, we were experiencing some complex firewall issues, and LogicMonitor helped us spot a metric that allowed us to take action to stop a major outage before it impacted the customer."

Bonin and her team also appreciate the platform's reporting capabilities, which help her staff minimize alert fatigue. "The reports have really helped, because they go out across multiple departments, and provide transparency about what's going on in the infrastructure," she said. "Another big benefit is the historical view. We have made many changes to our architecture over time, and looking at historical data is a primary method to see what is going on in our environment. If we have completed a massive upgrade, LogicMonitor makes it easier for us to see how those changes have impacted performance."

Serenova is continuing to explore the possibilities of LogicMonitor, and is already making plans to add new capabilities to the solution in the near future. To enable more application-focused monitoring, Bonin and her team are looking to deploy LogicMonitor Service Insight, which aggregates data across all the resources that support an application—and provides long-term views into its performance over time. "After seeing LM Service Insight in a breakout session at the LogicMonitor Level Up Conference, we decided to implement the solution," said Bonin. "We believe it can provide us with higher level executive dashboards where people can see things at a glance."

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>
> **KELLI BONIN, NOC MANAGER, SERENOVA**

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

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