

Aston University Strengthens Always-on IT Operations with LogicMonitor



INDUSTRY

Public Sector – Education

PRODUCTS

LM Envision

LM Cloud

LM Logs

SOLUTIONS

- + Comprehensive monitoring of on-premises hardware across multiple U.K. campuses
- + Seamless integration of on-campus and cloud-based learning experiences
- + Dashboards and reports tailored to specific team needs

SUCCESS BY METRICS

- + Proactive issue identification before user impact
- + Unified visibility across on-premises and cloud environments
- + Faster alert triage and root cause correlation
- + Centralized dashboards, baselines, and service reporting
- + Improved operational visibility during peak academic periods

KEY OUTCOMES



Avoided server downtime during peak University call center operations



Stabilized access to student records for 24/7, all-day access



Supported ongoing university transformation with flexible, scalable monitoring solutions

Aston University: A Prominent Educational Institution Supporting a Modern, Always-on Learning Environment

Aston University serves more than 21,000 students, with teaching delivered on campus in Birmingham, online, and through partner institutions around the world. Across these modes of instruction, digital services play a central role in how students learn, access materials, and interact with the university.

Whether students are attending lectures on campus, studying remotely, or accessing courses through international partner hubs, reliable access to systems is essential.

“Students on campus might have a lecture at 9:00am, another at 11:00am, and a third in the afternoon. We have to provide the students with a space where they can go and do their work,” said Trevor Bayliss, technical director of digital services at Aston University. “Having a reliable system for that is a requirement. And people who aren’t on campus need those systems 24 hours per day. It adds complications and resilience requirements.”

As the university expanded its digital delivery model, IT operations increasingly needed to support a continuous, always-on environment.

CHALLENGE: FRAGMENTED MONITORING LIMITED VISIBILITY ACROSS A HYBRID ENVIRONMENT

Before implementing LogicMonitor, Aston University relied on a mix of vendor-specific monitoring solutions and open source, “freeware” systems. These approaches provided visibility into individual components but not visibility across the full environment.

Much of the monitoring was focused on on-premises infrastructure, making it difficult to track performance consistently as cloud services became more central to operations.

“It’s difficult to predict problems when you’ve got very siloed information,” said Bayliss. “How do you pull all of that together?”

This fragmented approach created several operational challenges:

- Delayed identification of issues, particularly outside working hours
- Limited visibility across infrastructure, cloud services, and dependencies
- Difficulty identifying root cause across multiple systems and teams
- Limited ability to report on performance and service availability

At the same time, the university operates on a cyclical – but evolving – academic calendar. Peak periods such as Clearing, enrollment, and exams place additional pressure on systems, while new intake models and online learning mean services must be available year-round.

As student numbers grew and digital services expanded, the IT team needed a more unified and scalable way to monitor its environment.

Why Aston University Chose LogicMonitor

Aston University evaluated multiple monitoring and observability solutions over the course of a year, looking for a platform that could provide unified visibility across its hybrid infrastructure while supporting a phased rollout.

The team selected LogicMonitor because it could:

- Correlate data across infrastructure, cloud services, and dependent systems in a single platform
- Provide unified visibility across on-premises and cloud environments

- Support a modular approach, allowing the team to expand observability over time
- Deliver consistent operational context across different technologies and teams

“We wanted to see everything all on one screen,” said Bayliss. “If loads of things are going red across your systems, you need to know the cause. And the server team will usually look after the servers, the network group looks after the network . . . so they all see their little bit, but they won’t see everyone else’s issues. Bringing everything into one system allows everyone to see that problems are affecting more than one area.”

By consolidating into a single hybrid observability platform, Aston enabled teams to move beyond isolated views and better understand how issues across infrastructure layers are connected. This gave teams greater operational context, faster root cause identification, and a more proactive approach to maintaining service availability across student-facing systems.

EARLY IMPACT: FASTER VISIBILITY AND MORE EFFICIENT OPERATIONS

Aston University began seeing value soon after deploying LogicMonitor. The platform provided immediate visibility into key systems and simplified how teams reviewed and responded to alerts.

Key improvements included:

- Faster alert triage, reducing time spent manually checking individual systems
- Better issue correlation across areas such as: servers, networks, and logs
- Improved reporting on performance and service availability

LogicMonitor also became embedded in daily workflows. Teams now use it to review overnight activity, identify trends, and prioritize actions more effectively.



We never had a measure on our performance and metrics for the infrastructure, but with LogicMonitor, we’re able to move easily from the business or technical service down to the components and get very granular if needed. We can chop and change information, create baselines, and say what’s changing—then publish that information to the rest of the university.”

Trevor Bayliss, *Technical Director of Digital Services at Aston University*

Proactive Operations Help Protect the Student Experience

One of the most significant benefits has been improved visibility into the university's student record system, a critical service supporting enrollment, and the broader student lifecycle.

Previously, the system would experience periods of degraded performance without a clear cause. With LogicMonitor, the team now monitors performance across all supporting infrastructure and can detect early warning signs.

"We now have a dashboard that shows the performance of our servers on them; we run it and have it on a screen in the clearing room with the call center team and senior management," said Bayliss. "As memory creeps up, the team knows to resolve issues before a performance problem happens. We can predict poor performance before it happens. We're correcting things ahead of schedule."

This proactive approach allows the team to resolve issues before they affect users, helping maintain consistent performance during high-pressure periods.

As a result, students and staff experience more reliable access to essential systems, even during peak demand.

FROM REACTIVE SUPPORT TO SERVICE-LED IT OPERATIONS

LogicMonitor has also changed how Aston University approaches monitoring at an operational level.

Instead of working in silos, teams now share a unified view of infrastructure and services. This has improved collaboration, made escalation paths more effective, and reduced the time required to identify root cause.

The university is also using this visibility to improve how it communicates with stakeholders. By establishing performance baselines and tracking availability, the IT team can provide clearer reporting and build confidence across the organization.

WHAT'S NEXT FOR ASTON UNIVERSITY?

With LogicMonitor embedded in daily operations, Aston University is continuing to expand how it uses the platform.

Future priorities include:

- Extending monitoring across additional cloud-based services and platforms
- Increasing automation to reduce manual intervention in routine tasks
- Exploring how artificial intelligence can support prediction and remediation
- Connecting monitoring data to a broader service catalog for improved visibility

"We're working on a service catalogue where we'll link everything in one place," said Bayliss. "So, we can start to say, 'here's all of the services you have access to and they're all green; they're all online.'"

Why This matters for Higher Education

Aston University's experience reflects a broader shift across higher education. As institutions support more digital services, more flexible learning models, and more globally distributed access, IT operations must adapt.

"Having a global observability platform is essential," said Bayliss. "We are a 24-hour, seven-days-a-week business. You can't rely on a small group of staff monitoring everything piecemeal—you've got to see that picture in one go."

By consolidating visibility and moving toward a proactive, service-led model, universities can reduce operational risk, improve efficiency, and better support the student experience.



LogicMonitor can cover everything that we're trying to do at the moment, and it's very easy once you've started to monitor a Windows server, a Linux server, a database, or a server running in the cloud. You don't want a complicated infrastructure. LogicMonitor can go and get the right information and present it to you—it's how you grow."

Trevor Bayliss, *Technical Director of Digital Services at Aston University*

ABOUT ASTON UNIVERSITY

For over 130 years, Aston University has been making our world a better place through education, research and innovation. Their history is intertwined with the remarkable city of Birmingham, once the heartland of the Industrial Revolution and now the thriving base for an innovation ecosystem of global significance, which Aston is co-creating.

Aston University's vision is to be a leading university for science, technology and enterprise, measured by the positive transformational impact we achieve for our people, students, businesses and the communities they serve.

Aston focuses on high-quality, exploitable research that has an impact on society through medical breakthroughs, advancements in engineering, policy and practice in government, and the strategies and performance of business.

The University offers a range of undergraduate and postgraduate degree programs, as well as continuing professional development solutions.

Thanks to its focus on delivering excellent outcomes for students, Aston University's reputation for employability continues to grow. It is second in England for social mobility (2025 HEPI Social Mobility Index) and is top 20 for graduate salaries (2025 Longitudinal Education Outcomes). Aston University is now defining its place in the Fourth Industrial Revolution (and beyond) within a rapidly changing world.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and [our blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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