CASE STUDY: AaSys Group Inc.

Industry: Managed Service Provider

Location: Tampa, Florida, USA

Product Used: OpManager MSP

AaSys is a consultancy and network services group, based in Tampa, Florida specializing in banking and financial industries. AaSys provides a wide range of services including network management and administration, security, systems integration, and remote helpdesk support. Growing to their current stature of managing more than 70 different customer locations across southeast USA, AaSys Group had to revamp their existing solutions to a scalable, service provider oriented model. And they chose OpManager MSP Edition for that.

Challenge

Running a successful business in network services implies that AaSys Group has to constantly and consistently embrace technological innovations. Seven years ago, AaSys Group entered the scene by implementing a network monitoring system to monitor the health, availability and security of customer networks. The success catapulted them to an exponential growth, monitoring over seventy corporate networks throughout the south east of the United States. Understandably, the tools that enabled their strong hold could not scale to the level that was required. Their very growth had, over night, turned into a nightmare.

> "It became an administrative nightmare to maintain 70 networks with tools that could not collaborate with each other and treat each network as a separate entity" – Stuart Wells, Chief Engineer. AaSys Group.

Solution

AaSys Group charted their issues in an aim to formulate a solution. They required a network management platform that was highly scalable, robust, and affordable, that could provide a complete solution, even as the organization grew bigger. Stuart and his team evaluated many tool and finally decided on OpManager MSP.

> "We nailed all our requirements, right on, when we chose OpManager MSP Edition. Manage Engine OpManager MSP Edition has been sculpted to attack every issue of a growing managed service provider, by offering complete remote network monitoring capabilities such as WAN, Server and Applications monitoring, Device monitoring, and services monitoring, amongst others."

Why choose Manage Engine OpManager?

AaSys Group chose OpManager MSP Platform, because of the products' capability to scale from just a handful of devices, to over a few thousands. OpManager MSP is based on a central-probe architecture, which provides for a great deal of scalability. The probe communicates with the central server over a HTTPS connection, to provide MSPs with a reliable and secure channel. OpManager allows the categorization of the various discovered aspects of a network in a multitude of ways. This was an added feature that has proven its importance to AaSys Group.

> "One of the greatest assets in using OpManager MSP is the collaborative nature in which you can categorize different aspects of different networks. For instance, categorizing our customers WANs by geographic location. When we see 2 or more WANs go down in a geographic location we immediately know its most likely a telecom vendor in that area of having issues. By putting different types of servers into categories we can see trends and patterns across all of our customers networks and act accordingly."

OpManager MSP is designed to enhance the experience form the providers' shoes. Reporting and data interpretation, which drain time and resources, are available instantly in customizable formats. "Out of all the features of OpManager MSP the most valuable to us is its ability to monitor networks from a service provider model. Each network can be tied to a customer and thus treated separately. This is invaluable for running reports and maintaining the overall health of our customers networks."

OpManager MSP Edition, further, seamlessly integrates with a host of other products from the Manage Engine stable, to exceed every conceivable expectation of a complete enterprise management solution.

Result

With OpManager, AaSys Group can know rest assured with complete real time data about the health and status of their customers' networks. In depth view of system health, performance, utilization and violations ensures that issues are noticed and resolved, before the end users even realize it.

> "OpManager MSP edition allowed us to combine many of our network monitoring tools into one. It gives us a 3d picture of the network in real time."

With a stable network infrastructure, customers now are assured of the infallibility of their networks. Since the tasks of the MSPs are greatly simplified, they can spend more time and resources concentrating on growth vertically (managing more networks), as well as horizontally (providing advanced services) - both of which are answered by OpManager MSPs scalable architecture, and integrated modules respectively.

> "OpManager has equipped us with the time and the capacity to consistently provide better features across more and more customers!"

About OpManager:

Manage Engine OpManager is an integrated Network, System and Application monitoring software that offers advanced fault and performance management functionality. OpManager is easy-to-install, easy-to-use, and works right out-of-the-box. OpManager has all that you need to manage your IT infrastructure without being expensive or time consuming to implement. Learn why more and more Network administrators are choosing OpManager - a practical alternative to the large, complex and expensive network management frameworks. For more details refer http://msp.opmanager.com