



CHALLENGE

- Troubadour needed a highly scalable monitoring solution for its new virtual data center (VDC) that could support multiple clients and provide rich functionality and customization. Ideally, the same solution could be unbundled and used for on-premise monitoring, as well as for VDC customers.

SOLUTION

- Troubadour deployed the Nimsoft Monitoring Solution (NMS) and created a service offering called ClientView.

RESULTS

- Differentiates Troubadour in the service provider marketplace with highly scalable monitoring and alerting capabilities provided to clients as an affordable monthly service.
- Helps Troubadour provide optimal performance and availability of its cloud-based and on-premise services.
- Provides incremental revenue streams based on new service offering.
- Enables a flexible pricing model for monitoring.
- Improves customer satisfaction with customized dashboards.

NIMSOF CASE STUDY

Troubadour Creates a ClientView Like No Other with Nimsoft Monitoring Solution

NMS Lightens the Load for Clients, Provides Peace of Mind, and Builds Confidence in Troubadour's Cloud Services

Challenge

Troubadour is an advanced technology firm specializing in providing unified communications, security, data center, and wireless solutions to mid-market, enterprise, and government clients located in Texas and their locations around the world. The company is committed to delivering innovative and advanced solutions, and monitors and manages mission-critical components to help ensure maximum value to customers. With a goal to be the leading IT provider in the Southwest, Troubadour never compromises on quality.

"We've been in business for over 13 years, and we're known for always doing the right thing by our customers and our partners," said Jay Kirby, executive vice president of sales and marketing at Troubadour. Kirby said while the company is renowned for security, Troubadour strives to provide the same excellence in all service lines, including UC/voice, wireless, and data center solutions. "Monitoring those services is essential to delivering the best possible performance and availability of any business-critical service," he said.

When Troubadour opened its new virtual data center (VDC) just north of Houston, the IT team knew it needed a highly scalable monitoring solution to provide a higher level of service and insight for customers. Troubadour's VDC provides an H/A hosted cloud environment for its customers' mission-critical systems and applications. The first of five regional data centers planned as the backbone of the new cloud services offering, the VDC will support up to 5,000 virtual hosts, which meant staying on top of the health of systems for a multitude of customers and myriad industries.

"The monitoring solution needed to provide multi-tenant support, customization, and a flexible pricing model," said Kirby. "We wanted a highly scalable solution that made our clients feel like they are getting the best deal on the market—one they desired but could not afford on their own."

Another requirement was that the solution had to provide customers with a sense of control. According to Kirby, some were reluctant to have their monitoring solution hosted in the cloud. "We needed the ability to manage on-site devices as well as those in the cloud and provide collaborative support."

Solution

Troubadour selected the Nimsoft Monitoring Solution (NMS) to create an advanced service offering, called ClientView, delivered via the VDC. ClientView performs remote, end-to-end 24/7 monitoring and alerting of all components, systems, and applications that comprise a customer's infrastructure.

"Before we deployed NMS, we used a variety of component-level monitoring systems to meet customers' individual requests," said Kirby. "When we launched the VDC, we decided to take a more holistic approach. After evaluating a variety of solutions, Nimsoft was the obvious choice."

Powered by NMS, Troubadour's ClientView delivers 24/7 monitoring and alerting—plus dashboard-level views of customers' individual environments. Troubadour monitors these



dashboards at the VDC NOCC, and clients can access the same views over the Web, any time, from any browser. Clients can also customize dashboards any way they want, to meet business needs. NMS dashboards provide granular information about the health of systems at the customer site, as well as devices and applications hosted in Troubadour's cloud environment. Administrators can drill down to investigate and troubleshoot potential issues and provide proactive mitigation, minimizing downtime of critical applications.

NMS can also be used to monitor complete business processes. For example, Troubadour's client, EDF Trading, is building dashboards with front-end application views that span multiple servers so they can review the health and speed of the entire transaction as a whole or by individual application processes at any time from a single screen.

"When a trade occurs, it touches multiple servers and applications and the IT team at EDF Trading has to be sure the entire process happens without a hitch," said Kirby. "NMS dashboards can track the whole process—from user login to data collection to the completion of the transaction—and report on the overall health of the process. With over 1,000 network devices and innumerable transactions occurring per day, this kind of up-to-the-second information is essential."

EDFT has more than doubled its technical infrastructure—data centers, servers, storage, switches, etc. in the past year. EDFT issued an RFP for support services in early 2009 and one of their mandates was for detailed dashboards and continuous monitoring from the service provider.

"We're a 24/7 trading operation," said Gary Carter, director of IT for EDF Trading North America, LLC. "We needed a customized, granular view of our critical infrastructure and applications that support the business. The Nimsoft solution from Troubadour is an excellent fit."

Using the flexible customization features of NMS, Troubadour brands the user interface to suit their individual customers and consolidates performance data from multiple systems onto a single screen.

About Nimsoft

Nimsoft provides Unified Monitoring™ solutions for virtualized data centers, hosted and managed services, cloud platforms, and SaaS resources. The Nimsoft Unified Monitoring architecture eliminates the need to deploy a new monitoring solution for outsourced services, public or private clouds, or SaaS implementations. About 800 customers use Nimsoft Unified Monitoring solutions, including hundreds of leading hosting, cloud and managed service providers such as 1&1, BlueLock, CDW, Hitachi, Rackspace and SoftLayer. For more information, visit www.nimsoft.com or to see Nimsoft Unified Monitoring in action, visit the Nimsoft public portal at www.unifiedmonitoring.com. Nimsoft is a business unit within the CA Technologies Cloud Products & Solutions Business Line.

National Toll Free
877 SLA MGMT (752.6468)
Phone: 650.570.5401
info@nimsoft.com
www.nimsoft.com

United Kingdom
+ 44 (0) 845 456 7091

Norway & Northern Europe
+ 47 22 62 71 60

Germany
+ 49 89 208 039100

Australia
+ 61 (0)2 9236 7216

"Our clients have a Web-based view into their environments, and they can build it to look any way they want," said Kirby. "Providing this level of customization is an incredible value add."

During the rollout, Kirby's team worked with Nimsoft to understand goals and objectives. "Nimsoft got involved at an operations and management level to make sure they were meeting our needs," he said. "They worked diligently to understand our needs and modeled the product to give us exactly what we needed."

Results

By delivering NMS as a service, Troubadour gains incremental revenue while giving clients access to features and capabilities traditionally only available to much larger companies.

"Nimsoft provides a very flexible pricing model that benefits large and small businesses alike," said Kirby. "They buy as they grow, and avoid the high cost of adding infrastructure to support the solution."

NMS is helping Troubadour differentiate itself in the marketplace with an enhanced service offering that provides customers a highly scalable solution for tracking the performance and security of their IT environments—whether devices and services reside in the cloud, on-site, or in both places. Because NMS is Web based, the Nimsoft team and administrators at the client site can collaborate over what they see, providing twice as much protection.

"NMS allows us to provide this collaborative model with a high degree of built-in flexibility, while helping us deliver the high availability of systems and applications for our customers," said Kirby. "Since we deployed Nimsoft in the VDC, client satisfaction is through the roof. We can give our clients much more than they expected."

These benefits have helped Troubadour close new deals and retain existing business. "Our clients can have the best of both worlds: they can avoid upfront infrastructure costs and reduce overhead significantly, without giving up control," said Kirby. "This brings peace of mind, and helps us sweeten our offering with essential Unified Monitoring services."