



## Implementing a Zenoss Monitoring Solution

Continuous system availability is essential to your business processes, as well as to employee productivity and customer satisfaction. A comprehensive monitoring solution helps you prevent problems that could disrupt operations.

### See Inside Your Systems with Zenoss

At Coyote Creek, we believe in preventing network, server, and email issues so that you don't have to fix them later—and visibility is essential to prevention. That's why we recommend and implement Zenoss, the leading open-source monitoring solution. It's easier to use and more cost-effective than traditional "big iron" network management tools. Yet, its flexible architecture lets you use it alone or as a complement to systems like OpenView. Our world-leading clients use it, and so do many of our small and medium-sized business clients.



Figure 1: Gain unprecedented visibility into your infrastructure.

### Why Zenoss?

Zenoss is a web-based monitoring solution that runs on physical or virtual Linux or UNIX servers. It delivers:

- **Full operational visibility:** monitor your entire IT infrastructure—physical and virtual. Monitor network devices, physical servers, virtual servers, IT services, and applications with a single product.
- **Simplified management:** Zenoss customers report that they save up to 50 percent in management time with easy-to-use consoles and dashboards. Features such as auto-discovery, configuration tracking, role-based permissions, and event and log management also improve productivity.
- **Proven scalability:** Zenoss is a highly effective solution for as few as 100 servers and is successfully deployed in environments with up to 25,000 servers. It operates as a single monitoring solution or can be used to cost-effectively fill monitoring and alerting gaps in other enterprise monitoring systems.
- **Adaptable:** you can easily configure alerts, remediation, and reporting to meet your needs, and Zenoss' open architecture lets you easily add other devices, such as temperature monitors, sensors, and network appliances for monitoring.

## Why Coyote Creek?

### 30 Days Start to Finish

We specialize in helping organizations start, finish, or rescue IT projects that support critical business objectives. Because we know what to expect, we avoid common pitfalls associated with each technology we work with. We typically implement Zenoss monitoring solutions within one month.

### Our Experience Sees You Through

Zenoss takes time to learn, and every IT environment is different. Our experienced engineers go beyond simply integrating and connecting systems. We freely share our experience and other information that you won't find in the vendor's manual, as well as help you identify the specific systems and collect the data that you want to monitor. With hundreds of successful IT projects under our belt, we always work within your budget, your deadlines, and your objectives to deliver measurable results.

### Real People, Right Here

When you work with Coyote Creek, you're working with real people, based right here. We don't "outsource" our services to overseas call centers, and we don't hand you off to a third-party service entity. Best of all, we're every bit as cost-competitive as other companies that do.

## Our Disciplined Methodology

We follow a disciplined methodology to accelerate delivery of a fully tested, documented project.

### Planning and Architecture: Getting It Right

Proper planning is key to the success of your project. We assess your environment and business requirements, then develop a conceptual design, functional specifications, a detailed design, and the implementation plan.

### Implementation: Making it Work

Focus on your core business and let us take this project off your plate. We can handle the entire implementation, including the "busy work," such as setting up centralized logging, SNMP and WMI authentication, fixing DNS name issues, and more. Our full-service implementation process also includes:

- **Discovery:** We set up automated discovery and work with you to properly monitor systems for availability and performance.

- **Testing:** Every configuration is tested to help ensure that it works.
- **Customization:** Zenoss dashboards, reports, and alerts are tailored for your needs.
- **Templates:** We help you make rolling out new monitors "drag and drop" simple.
- **Tuning:** We tune your solution to achieve the right amount of monitoring that delivers the desired results.

### Training and Documentation: Supporting Your Team

As part of an installation engagement, we train your users and the administrators. Depending on your needs, this can be anything from basic operator training to higher-level instruction. Of course, at Coyote Creek we document everything we do. We'll include a Wiki on the monitoring system where you can track and collect information specific to your installation—with version control. This Wiki can then be used for creating run books or other IT documentation.

### On-Going Support: Keeping it Running

Over time your infrastructure will change and your monitoring system will need to be tuned to reflect those changes. We can regularly check your Zenoss implementation to make sure that it runs smoothly. Call us anytime for assistance.

## Let Us Help

Coyote Creek delivers projects that deliver the benefits you expect. Call us today, and let us help you get the job done.

For more information, please call us at [888.269.6838](tel:888.269.6838), or visit [www.coyotecrk.com](http://www.coyotecrk.com).