



Large Financial Services Customer Modernizes Monitoring Approach

“This tool has provided us with insight into resources I never had visibility to. Traditionally, our siloed nature limited our SRE team’s ability to troubleshoot issues in a timely manner. It was a make-work exercise to see who is bringing what data to the table and working from there. We have not even finished the production deployment yet, and I already have more context than I ever had with my troubleshooting efforts.”

- Director of Technology Operations

Situation

A large, California-based financial services organization was looking to modernize its monitoring practice and enhance observability. The customer had experienced significant and rapid growth in their environment. This resulted in an increasingly complex and segmented data structure, propagating organizational silos, tool sprawl, and inefficiencies with no mechanism to support unified observability. Further to application performance degradation issues, they experienced 19 outages, within 30 days, with their existing monitoring tool-set only alerting them of three. Once the issues were identified, there was no way to concretely determine the root cause of the respective problems. Without effective observability, there were scenarios where the client’s customers were notifying them that their services were down, causing overall customer satisfaction and trust issues.

Challenge

Realizing the challenges they were experiencing were increasingly leading to lost revenue and efficiencies, the customer needed to reduce technical debt and improve customer satisfaction quickly.



About Optm

Optm is a multinational technology company whose mission is to optimize your people, technology, and management of critical day-to-day business process workflows, accelerating and sustaining agility and productivity.

The initial assessment found that they had a mix of open-source applications such as Zabbix as well as other vendor-native monitoring solutions from VMware, A10, Hitachi, and AWS. Although their team was satisfied with Zabbix for basic monitoring, attaining the level of detail required to holistically monitor the organization would have required many hours. Further, this would have required them to divert key resources from more business-critical activities by acting as monitoring admins rather than monitoring consumers.

Solution

After initiating a POV with Optm, LogicMonitor enabled the customer to onboard their devices quickly while gaining insight into their environment via intuitive LogicMonitor dashboards and management capabilities. During the POV, they were also able to work through a live outage scenario and surface instances of packet loss amongst other issues that provided much-needed insight.

Business Outcome

Following the successful LogicMonitor POV, sale, and implementation, the customer has seen a drastic reduction in the frequency of revenue impacting downtime events. As the relationship and deployment footprint continues to expand, our teams are collectively looking to further help the customer enhance their unified observability journey by adding logs, APM, and SNOW integration.