



Success Story:



Risk Management Solutions Inc. (RMS)

Software

California, USA

Highlights

- > RMS is a leader in catastrophe risk modeling solutions for financial institutions and public agencies
- > Data centers distributed globally in London, Iceland and Toronto
- > IT environment included cloud instances, on-premises Cisco UCS and EMC VMAX storage, and emerging technologies like Docker and HBase
- > RMS chose Zenoss for hybrid IT environment support, ability to customize and capability to scale

What Was Keeping RMS IT Leaders Awake at Night?

RMS has multiple data centers in widely distributed locations around the globe. To ensure the highest levels of availability, it was critical to find a monitoring solution that was flexible enough to support their existing systems while refining data access and analytic operations across its growing cloud-based infrastructure.

“*Our unique market segment means we have to do big data in the cloud — which comes with a whole host of challenges.*”

James Lord, Director of Cloud Operations, Intelligence & Monitoring, RMS

RMS Before Zenoss

Most customers were deploying the RMS software on premises for big data analytics, which required those customers to make significant infrastructure investments. To enable their large base of North American and European customers to reduce costs by running analytics on RMS infrastructure, they built data centers in London, Iceland and Toronto. Each data center was heavily populated with Cisco Unified Computing Systems (UCS) and EMC VMAX enterprise storage.

RMS was also expanding its own presence into the cloud and was embracing modern software such as Docker and Apache HBase. RMS recognized that managing these advanced technologies in a hybrid IT environment would require a uniquely flexible and scalable monitoring platform.

“*The matchup between the systems that we had to support and what Zenoss supported through their ZenPacks was just a really good fit.*”

James Lord, Director of Cloud Operations, Intelligence & Monitoring, RMS

How Zenoss Solved RMS' Problem

The Zenoss platform capabilities aligned well with the RMS infrastructure monitoring needs, including support for both on-premises and cloud systems. Zenoss provided a highly customizable platform with remote collectors, allowing RMS to easily scale while efficiently monitoring across highly partitioned networks in real time and bringing all monitoring and event data to a common location.

The automation made possible by Zenoss eliminated the error-prone process of manually editing configuration files. RMS also benefited greatly from the Zenoss platform's ease of use and its massive library of ZenPacks to support all required systems.

“Unlike a lot of the open-source alternatives, we've got a company behind us to provide us support in addition to the support and partnerships of all the key technology pieces that we need to be able to manage on a day-to-day basis.”

James Lord, Director of Cloud Operations, Intelligence & Monitoring, RMS

Cutting-Edge Architecture

Another key influencer for RMS was the Zenoss implementation of advanced technologies such as Docker and HBase, which were required to attain the required level of scale. HBase will also allow RMS to easily integrate their existing analytics with the Zenoss platform in order to gain key insights through data extraction and manipulation.

“We have highly partitioned networks, and the scalability of the Zenoss platform — notably the remote collectors and the ability to pull apart the pieces and processes that make up the Zenoss platform — has really allowed us to scale and monitor our infrastructure.”

James Lord, Director of Cloud Operations, Intelligence & Monitoring, RMS



Zenoss is the global leader in hybrid IT monitoring and analytics software

To learn how Zenoss can help your company, visit our website at www.zenoss.com.