

EFFECTIVE CONTROL SOLUTION

With Zabbix Monitoring Software, ChinaNetCloud supports its client operations with high availability and at low cost.

ZABBIX CUSTOMER CASE STUDY

ChinaNetCloud, the world's largest Internet server management company, uses function rich, highly scalable and cost-effective Zabbix Monitoring Software to satisfy customers' demand for stable, high-performing and yet available internet services.

INDUSTRY: IT Services



"The essence of our business requires us to always deliver 24x7 availability with outstanding quality and advanced functionality, at low cost. We were looking for the most powerful and capable, yet flexible system. We also needed a strong starting point with the ability to customize many parts of the system, and scale to thousands of hosts on a global level. Zabbix Monitoring Software came to be the only system that will allow us to effectively monitor above 1,000 devices."

Steve Mushero, Founder & CEO, CTO, ChinaNetCloud

.....

OBJECTIVE

ChinaNetCloud needed to gain a competitive advantage by introducing reliable, affordable and high-performing Internet Managed Services to its customers. One of the key points to achieve that goal was smart, effective monitoring software in place.

REQUIREMENTS

The software should not only show the current status of monitored devices and alarm on reaching thresholds, but provide intelligence on the reason of failure, manage problem escalation and build resource utilization trends. Flexibility and ability to customize was a mandatory requirement to accommodate very different needs of ChinaNetCloud customers. It was important to keep total cost of ownership for monitoring software low to maintain competitive pricing.

APPROACH

ChinaNetCloud has implemented Zabbix Monitoring Software to monitor all of company's servers, network devices, services and applications with simple, yet efficient and flexible software.

BUSINESS OUTCOMES

- Higher availability of servers
- Ability to satisfy stringent customers' requirements
- Significant cost savings due to low cost of ownership and higher availability



Steve Mushero has over 20 years of technology management experience across a wide range of industries in international contexts. He previously served as CTO at Tudou (China), Intermind, New Vine Logistics, and as advisor on many global projects including for the World Health Organization in Geneva, Grameen Bank Foundation, and various Fortune 500 companies. *"It was years ago when administrators would have to manually monitor each server and each network device. If something went wrong, the long procedure of discovering the weak spot would be followed. And then later, after fixing the problem, you would go back and investigate, when, what and why went wrong by raising all logs of systems involved. Some companies still have such process in place. Not us. We can't afford to be inefficient by spending our IT administrators' valuable resources to watch over the system. We can't afford to find out from our customers that our system is down. And we can't wait for a problem to appear, we want to be proactive",* says Steve Mushero.

CUSTOMER AT A GLANCE

NAME:

ChinaNetCloud

HEADQUARTERS:

Shanghai, China

FOUNDED:

2008

TELEPHONE:

+86-(21)-6422-1946

NUMBER OF EMPLOYEES:

100

TOTAL REVENUES:

Approx. \$5-10 million USD
(as of December, 2011)

URL:

<http://www.chinanetcloud.com/>

CUSTOMERS:

PayPal, American Airlines, , British Council, Yves Roches, leading Asian web content and gaming suppliers and others.

WHAT HAD TO BE DONE?

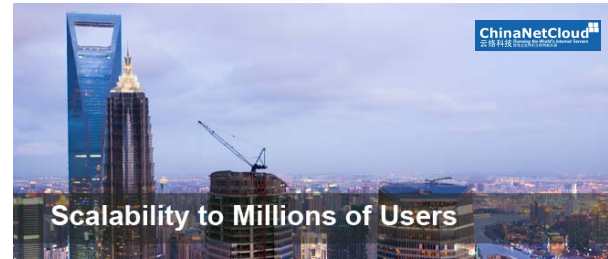
Find the best large scale, flexible, but powerful monitoring system to manage a vast array of diverse customers, servers, and locations.

WHY ZABBIX SOFTWARE?

From Mushero's perspective, a major benefit of Zabbix monitoring solution is its flexibility and ability to customize to meet the goals of thousands of diverse customers. Zabbix monitoring solution also provides good security for multi-customer installations, along with very powerful templates for a large-scale use. *"Another important feature is the manageability of the system,"* says Steve Mushero, *"we have dozens of engineers working with the system daily, so simplicity and ease of use is important."*

THE RESULT

With thousands of hosts for hundreds of customers, ChinaNetCloud completely and utterly rely on the Zabbix Monitoring system for its core 24x7 management services.



CUSTOMER SOLUTION AT A GLANCE

IT Infrastructure:

Thousands of customer servers in many countries around Asia and the world, in dozens of locations. Mostly Linux servers and Cisco network systems, but with many custom components/services.

Zabbix services used:

Zabbix is installed with core services plus IPMI and a customized UI and dozens of custom scripts – monitoring about 200 items per server. Several Zabbix proxies are used for geographic coverage.

Hardware used for Zabbix:

Installation of Zabbix server resides on Dell R420s with 128GB of RAM, two 8 core CPUs, and high-speed SAS disks.

Performance:

Over 1,000 hosts are monitored, collecting 500+ new values per second

SHARE WITH COLLEAGUES

