Delivering a Consolidated View of Infrastructure Operations with Device Monitoring Analytics

BUSINESS GOALS

Our client, a leading U.S. commercial vehicle manufacturer had a very limited view of device health related data. Their Network Operations Center (NOC) was using What's up Gold (WUG) to monitor their infrastructure health, but high licensing costs meant that only a few people had access to these tools, and there were a limited number of dashboards to view data. The client's goal was to design NAFTA-wide dashboards to monitor thousands of critical devices and enable senior management to visualize the health of servers and underlying devices.

BUSINESS BENEFITS

Centralized dashboard to visualize server and device health with auto color notification based on device status

Enabled client's NOC team to quickly take action to restore devices to normal

Provided the ability to view historical data, which was difficult to obtain from existing tools

Delivered a one-stop, self-service devices monitoring solution for multiple users

CHALLENGES

- Tool data was complex and scattered, with no easy way to extract it. Required a thorough study of the data structure (50+ table data model) to identify the required data and relationships
- Complex queries that retrieve data to build a meaningful dashboard for network devices

SOLUTION

- Built logic that shows live device status by pulling information from WUG
- Developed analytics to display status of infrastructure like servers, switches, routers, printers and UPS in all client locations – including corporate offices, plants and distribution centers
- Key applications were mapped to the related servers, with the ability to provide real-time updates
- Documented all device-related information to enable smooth tracking

ACCOLADES & APPRECIATION

"The dashboards appear well designed and intuitive. It could serve as a replacement for the WUG UI that NOC uses today. The dashboard not only contains basic information found in WUG's UI map/ dashboards, but historical data – difficult to pull in short order within WUG UI."

Team Lead, Network Operation Center

Architecture