



# Global Monitoring Platform

## ABOUT THE ORGANIZATION

The leader in the Internet of Things market.

## SUMMARY

The organization had a set of Mobile Virtual Networks (MVNO) as part of its horizontal solutions for the IoT market. These disparate networks, having similarities and being managed by the same teams need a centralized platform for their monitoring.

As part of providing a better quality of service and enabling efficient incident management processes, The organization needs to be proactive about its network health and have it monitored tightly 24/7 by a Network Operations Center (NOC).

## CHALLENGES

- Gain visibility on the network health and partners' incident impact;
- Be proactive for incident management;
- Have a single pane of glass view for the different networks.

## SOLUTIONS

- ✓ Central monitoring solution for the network infrastructure and related applications;
- ✓ Distributed setup for remote data collection involving multiple data centers in two continents;
- ✓ Custom monitoring modules to extract and present Key Performance Indicators from the core network nodes.

## BENEFITS

- ✓ The organization' IoT network services are reliable;
- ✓ Dimensioning and capacity management is based on real data observations;
- ✓ Incident management and provider SLA enforcing is efficient.

## WHY ZEN NETWORKS?

We've taken our significant experience with industrial IoT solutions and applied it to a new consumer –oriented offering.

We've taken our significant experience with Monitoring solutions and applied it to a new consumer-oriented offering.

As part of our offering, we have a modular Monitoring architecture that can be adapted to the exact needs of our clients. These solutions provide the required visibility and enables ITIL-compliant processes. our architecture includes:

- Different monitoring solutions adaptable to the size and complexity of the target infrastructure;
- Developed monitoring modules to enable automatic discovery and monitoring of customer application components;
- Reporting solutions to build KPI dashboards based on the monitoring data;
- Ticketing systems for event management (incident, problem, change...).