



KANTON AARGAU

“ Out-of-the-box plugins and flexible field mapping guarantee the quick and efficient implementation of solutions for new requirements without a line of program code. ”



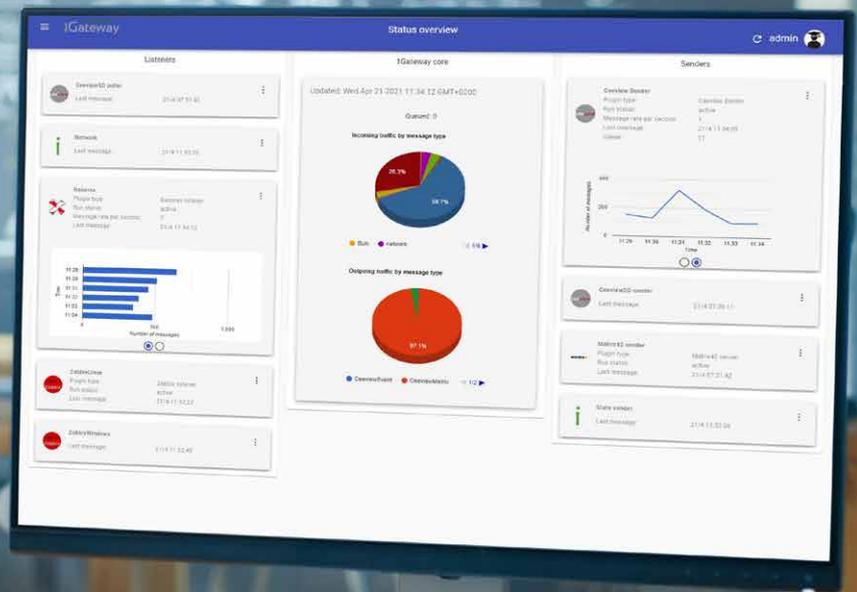
Maurizio Mastropietro,
Head of Application Management

Starting Point

- Central application monitoring must integrate monitoring data from third-party management systems
- Several custom solutions for data integration in place
- Lack of resources for maintenance/extensions of the custom integration solutions

Benefits

- ✓ Supported software reduces the dependency on individual programmers
- ✓ Predictable costs
- ✓ Faster response to changes in the environment



1Gateway Integration Hub for Central Application Monitoring

To consolidate decentralized monitoring data to one focal point of information has always been the strategy at the IT Department of the Canton of Aargau (IT AG). By introducing 1 Gateway as the integration hub, ITAG replaced maintenance-intensive data integrations developed in-house. Besides cost reductions, the IT department gained flexibility and stability in the centralized monitoring architecture.

With its 650,000 inhabitants, the Canton of Aargau is one of the most populous cantons in Switzerland. The IT department (IT AG) employs 120 people and operates more than 700 applications. Over 70 services are delivered to other departments, municipalities, and citizens. To ensure the availability of the services, there are various specialized monitoring tools in place. The relevant monitoring data is forwarded to the focal point, a central service and application monitoring system. „It is obvious that integration of monitoring data is of fundamental importance to us. Furthermore, consolidation has a long tradition,“ says Stefan Kaufmann, System Specialist at the ITAG.



The limitation of custom development

When the Canton of Aargau started to implement the concept of centralized application monitoring, the department had the responsibility to technically integrate data from their specialized tools. "At the beginning, that approach worked out very well," remembers Kaufmann. However, over time, as the application and service landscape changed, the need for new requirements and tools emerged. The ITAG was then faced with the limitations that come with a custom development: extending the existing integration was a significant effort, and the support in case of an emergency was left to an individual. "The technology used was often outdated, and the initial developer was tied up on other projects," notes Maurizio Mastropietro, Head of Application Management at the ITAG.

Supported software for more flexibility

Those responsible at ITAG understood that coping with the rapidly changing requirements for data integration must be addressed by a supported software with enough flexibility. As a result, the custom development limitations faced in the past would be eliminated. Since then, 1Gateway has been the hub to integrate any third-party data into the centralized monitoring architecture. A flexible field mapping concept was key for a seamless and efficient migration to the standard solution. Available out-of-the-box 1Gateway plugins simplify the integration of a new endpoint. „The innovative concept of 1Gateway fascinates. Right away, it was obvious to me, we gain great flexibility and will be able to address new requirements fast,“ recalls Mastropietro.

More stability in operation

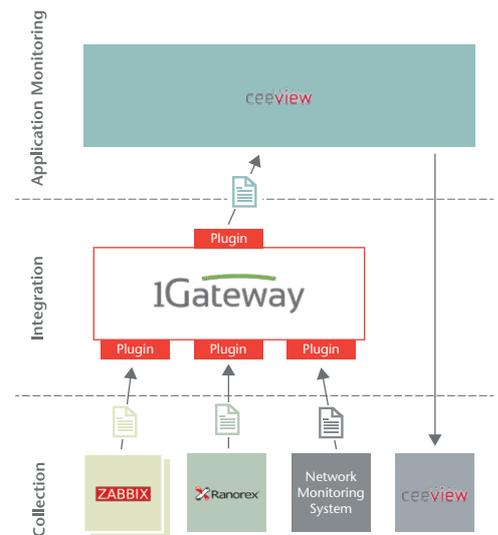
Today, after more than a year of productive use, Kaufmann and Mastropietro state: "1Gateway has proven its value. We can extend and modify integrations on our own. Not a single line of program code is required," says Mastropietro. As soon as a new endpoint is added to the 1Gateway configuration, all existing 1Gateway participants can immediately benefit from the new data. The operation of the solution does not tie up any resources. „1Gateway works so well in daily operations we often forget that we have a data hub to feed our central application and service monitoring,“ adds Kaufmann.

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Stefan Kaufmann, System Specialist

Solution architecture



Various Zabbix environments, synthetic end-user monitoring from Ranorex, and a network monitoring solution developed in-house are used in the specialist departments. Ceeview is used for central application and service monitoring. 1Gateway provides the integration of monitoring data from third-party products.