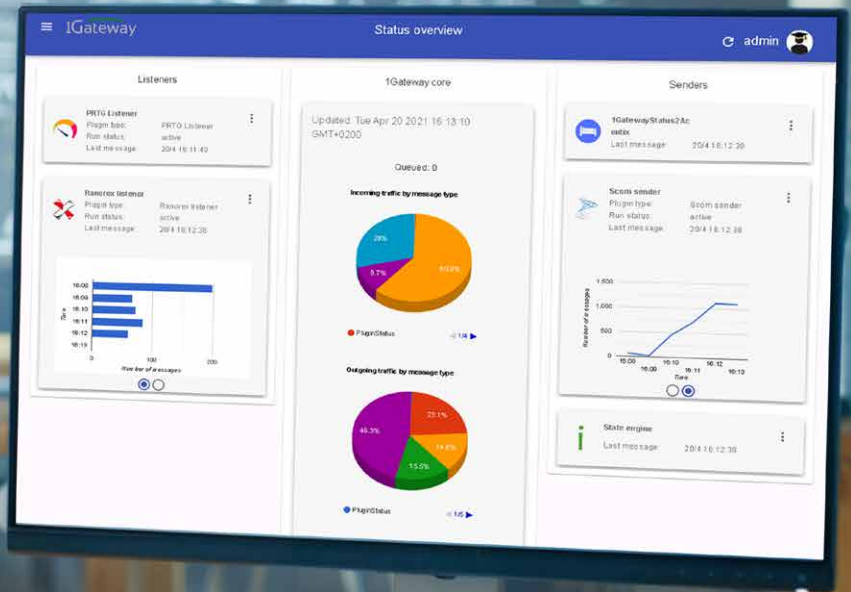


maxon



“ Adding or replacing a tool in our landscape or addressing new requirements is just another task; because of 1Gateway, we are prepared. ”



Markus Odermatt
System Engineer Corporate ICT-Services

Starting point

- Strategic decision: commitment to using Microsoft products to support major ITSM disciplines
- Proactive E2E service monitoring based on a synthetic transaction is a must
- Complement solution with additional tools as required

Benefits

- ✓ Seamless integration with niche products to supplement ITSM processes
- ✓ Improves ROI of existing tools and offers real value-add
- ✓ High flexibility for new requirements due to standardization

1Gateway Supported integration addresses shortcomings and increases flexibility

The IT department at maxon made the strategic decision to support IT service management processes (ITSM) with Microsoft tools. To assure important areas in the service delivery, synthetic E2E monitoring and network monitoring are essential, but SCOM could meet these requirements only to a limited extent. With the use of 1Gateway, maxon's IT department closes these functional gaps by integrating data from existing specialized tools to ensure a successful implementation of the strategic decision while also gaining great flexibility.

maxon micromotors put everything in motion that must move precisely and reliably. Therefore, you find maxon products in racing cars, tattoo machines, humanoid robots, and even in NASA-Rovers on Mars. The successful, family-owned company employs about 3,000 people worldwide, 1,200 at its headquarters in Sachseln (OW). An IT team of approximately 25 people operates a complex, highly automated IT system landscape, including a full-mesh VPN network, in over 20 locations worldwide. Users in over 40 countries rely on multiple services that must comply with defined SLAs. „Without the combination of proactive end-to-end service monitoring and component monitoring, we would not be able to deliver the defined service availability,“ says Markus Odermatt, System Engineer, Corporate ICT-Services.



Overcome limitations by including what already exists

Using Microsoft products to support future ITSM processes was a strategic decision. The main objectives were to optimize software license costs and to use synergies with departments already utilizing Microsoft products. From the beginning, the project team was aware of some functional gaps in SCOM when it came to addressing E2E monitoring requirements. "The conceptional phase additionally unfolded shortcomings for the network team as well," recalls Odermatt. It was obvious that integrating a few departments' point products was going to be necessary. "It became a critical success factor for the overall initiative to fulfill the expectation of a proactive Service Availability monitoring," complements Odermatt.

Supported software for monitoring integration

Today, maxon uses 1Gateway to integrate data from an ecosystem of specialized tools. Thanks to out-of-the-box plugins, the integration with different endpoints was just a setup task. „I was very impressed: it took us only half a day to integrate performance and alert data from PRTG as well as Ranorex into SCOM," says Odermatt. A bit more sophisticated was the requirement to use external data as so-called „states" in SCOM Distributed Application (DA) for service views. „Thanks to the good cooperation of all parties involved and the flexibility of 1Gateway, this challenge was again mastered quickly. Today, integration flexibility allows us to use any data from the ecosystem as DA monitors in SCOM," adds Odermatt.

More flexibility

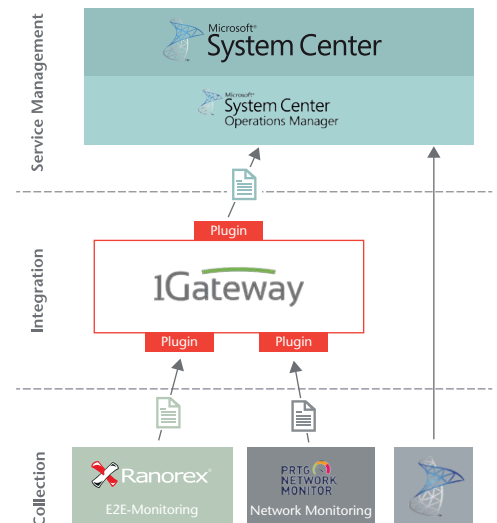
Since 2017, 1Gateway has ensured third-party data integration into SCOM. Maxon staff are impressed by the enormous stability and low resources that 1Gateway requires. For the team, it has more than fulfilled the expectations and does a great job in the background. „If SCOM reports an issue on the ERP-Login today, we know this happens based on aggregated data from various sources. Without 1Gateway, we would not be able to gather that kind of information, reduced and visualized to a single service," adds Odermatt. The real value-add becomes evident by the daily use of the solution. „If requirements change, products are going to be replaced or extended; we're ready. Thanks to 1Gateway, we are well prepared to quickly fulfill future ITSM requirements by integrating any data into SCOM," concludes Odermatt.

“ Today, without 1Gateway, we would not be able to deliver proactive monitoring and service availability to the same extend as in the past. “



Markus Odermatt
System Engineer Corporate ICT-Services

Solution architecture



Synthetic E2E-Measurements data from Ranorex are forwarded to SCOM. Data from network monitoring is integrated from PRTG. 1Gateway ensures the integration of various products today. It normalizes incoming data, and before propagation, it adjusts to fit SCOM's data structure. As a result, the central Service Management can utilize performance data, alerts, and monitors from any third party source.