

CASE STUDY



Fibre Excellence professionalizes its critical IT equipment and application monitoring with Centreon

Project overview



Business challenges

- Centralizing and professionalizing critical equipment and application monitoring in multisite environment
- Respecting the economical constraints by opting for an open source model
- Improving competence on monitoring solution



Client benefits

- More efficiency and responsiveness for IT Teams being more serene and proactive
- Visibility on all IT equipment and applications
- Better communication tools with Business users, General Management and Head Office





FIBRE EXCELLENCE

“ Having a professional IT monitoring solution became essential to centralize the monitoring of our critical information systems distributed on several sites ”

Fibre Excellence SAS brings together companies specializing in logging and paper industry. Both industrial sites in Saint-Gaudens and Tarascon mainly produce pulp, which is the raw material for paper producers. In order to allow the IT Department to centralize its critical equipments and application monitoring, the company choose to rely on a professional software with Centreon solution. At the same time, seduced by Centreon's open source model and the power of the solution, Fibre Excellence Networks and Systems team progressively upgraded its skills in order to respect the organizational, budgetary and technical constraints of the company.

“ Centreon, with its GUI, its functional power and reliability of the collected data, allowed us to rapidly monitor all our equipment and applications, and better communicate with management and Head Office ”

Fibre Excellence IT Department manages the IS of two industrial sites (Saint-Gaudens and Tarascon), several subsidiaries and the company head office located in Labège. The production sites operate 24/7 and require constant monitoring of the IS excluding industrial production (managed separately). In addition, the different sites are linked together by VPN. The group operates an ERP whose server is based at the parent company. The availability of the VPN connection with the SAP server is therefore fundamental because the ERP controls deliveries and production data.

In 2008, to handle the increase in the number of IT equipment to be monitored and the complexity of the IT, the IT Department decided to deploy a dedicated tool. "It became essential for us to centralize the IT monitoring of our different sites in a professional and automated way," recalls Nicolas Lussier, Systems and Networks Manager of Fibre Excellence. "We needed a solution that could handle multiple sites and heterogeneous environments (Linux, Windows, Unix, etc.). We sought, as a

priority, an open source solution, the most adapted model to guarantee the control of our budgets and the evolution of the tool at our own pace."

The Nagios solution has been considered but not adopted because the team wanted a more graphical approach and more advanced management of historical data. It is at that time that Nicolas Lussier discovered Centreon. "The solution was easily downloadable and immediately enjoyed us! We could easily test Centreon and verify if it could match our needs," explains Nicolas Lussier. "Thanks to Centreon ease of use, we quickly deployed the monitoring on the first scopes."

With Centreon, Fibre Excellence has industrialized the monitoring of all its equipment and applications (except IS industrial production). Some have a high level of criticality according to the company activity such as secure VPN connections, servers of business applications as well as some networks and PC directly related to production. Other, less critical, are monitored for better visibility.

“ With the IT Centreon monitoring solution, we are more serene, more reactive and more proactive, whether in the prevention of malfunctions, the management of on-call and even in our relationships with our suppliers. ”

The solution is also used to ease communication with other services, such as, for example, Fibre Excellence laboratory, in charge of the pulp quality analysis. *"After a 30 minutes training, users were autonomous and able to perform some basic remote tasks to resolve outages we reported to them thanks to Centreon mail alerts,"* said Nicolas Lussier. The site of Tarascon can also access to Centreon's indicators.

Another interest of the solution, the option for IT Department to exploit data and Centreon GUI to exchange/share information with the branch and the parent company, as confirmed by Nicolas Lussier: *"we are able to send monthly reports upon our business financial management, plant managers and branch. The graphical restitution of data greatly facilitates communications with the parent. A diagram speaks better than words!"*

Centreon solution implementation enabled the team to work more serenely. New equipment or sites addition (like the factory of Tarascon last year) is done very simply. The team is more proactive through indicators and very precise data provided by Centreon. *"The diagnosis is easy and allows us to go faster in the troubleshooting, or even to anticipate,"* as Nicolas Lussier says. *"When a server is unavailable, we immediately know why. When a connection is failing, we provide reliable diagnostic data to our service provider in order to resolve the failure. With Centreon, we manage differently the incidents and we save time!"*

Centreon interoperability is also an important point of the monitoring mechanism. To monitor the temperature of the server room and ensure the alert in case of dysfunction, Centreon has been interfaced with a telephony software dedicated to the management of on-call 24/7. Thanks to this coupling, in case of temperature variation, a voice mail message is automatically sent to on-call technician who can immediately respond / intervene.

In addition to the functional power of Centreon, Nicolas Lussier also appreciates the quality of the software developer services, in particular training. *"We started by using the solution without assistance and we have implemented our monitoring tools. Two years ago, we have invested in training with Centreon and we don't regret it. We improved our monitoring skills and efficiency. For example, while it used to take us half an hour to add a host, it can now take us a minute and a half!"*

This very positive experience enabled Nicolas Lussier to think about other use for Centreon, especially regarding topics like internal audits. *"Somewhat modeled on Sarbanes Oxley audits, we plan to implement the internal audit process for which Centreon would be very helpful."* Another possible evolution: to implement a Business Intelligence (BI) solution dedicated to monitoring. The approach already exists and could be optimized, automated and secured with Centreon MBI. Nicolas Lussier is ready to recommend the solution and the open model source of Centreon, which, according to him *"allowed to benefit from a cost efficient complete monitoring solution and to invest in higher value-added functionalities such as BI."*

“ The Centreon open source model has allowed us to have a cost efficient solution quickly operational. We have invested two years ago on training, as a result a real skill improvement for the team. Next step: use the Centreon MBI possibilities and implement an audit system based on Centreon! ”



About Fibre Excellence

Fibre Excellence SAS is an holding which controls different firms specialized in forest exploitation and pulp industries. Headquarters are based in Labège. The Fibre Excellence group shows special concern with forest resources management, through its different subsidiaries.

Site web : www.fibre-excellence.fr

Centreon is a trusted European reference for enterprise-grade open source monitoring software and services.

Centreon empowers multiple IT operational levels with the knowledge to pre-empt service disruptions and enable proactive infrastructure systems and network performance management.

At least 200,000 IT users and over 400 SMB and Fortune 500 companies worldwide have relied on Centreon since 2005 for insightful IT monitoring data. Customers include Airbus, Bolloré, BT, Canal Plus, Kuehne Nagel, Limagrain, LVMH, Oberthur Technologies, Orange and the French government.

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