VIAVI

Secrets to a Successful Cloud Strategy

A multinational food giant saves over $2 million and increases cloud monitoring coverage with Observer SightOps.

For a large enterprise, a move to the cloud is a major initiative. However, with Observer® SightOps™, the leading provider of ready-to-eat and convenience foods was able to cut costs by over $2 million across a five-year period while dramatically increasing the monitoring coverage of both legacy and public cloud-based infrastructures.

A Costly Challenge

All activities at the organization focus on one primary objective: delivering the best quality end products to consumers. In line with this goal, the enterprise IT department sought ways they could deliver competitive differentiators to the rest of the business. After careful deliberation, they decided to pursue a "cloud first" strategy, and began deploying new workloads to Amazon Web Services (AWS).

Their move to a hybrid IT model presented several challenges. One primary challenge was monitoring an environment split across the company's data centers and AWS. Their existing IT operations management solution did not monitor both onsite and AWS-based resources. Further, it did not provide the flexibility their team needed to discover and monitor elements that appear and disappear in moments within a cloud-based environment.

Additionally, the enterprise had plans to expand their monitoring coverage to all locations across the globe. Cost estimates for using their current IT operations management (ITOM) platform to provide this capability were in excess of $10 million, requiring a full-time staff of over 10 skilled technicians (a 5-fold increase in FTE requirements simply to administer their current product), and the need to support multiple integrations in order to make the different parts of the current platform work together.

Hybrid IT Monitoring

To support a hybrid IT environment and expand their global coverage without the burden of excessive costs, they would need to find a new solution. The company's Senior Architect of Infrastructure Analytics set out on a 3-month odyssey to find the best hybrid IT monitoring platform available today.

"I analyzed 24 separate vendors and compared 100 different capabilities and security concerns," said the Senior Architect. "I put them all in a spreadsheet and hid their names to enable an unbiased result. Then I completed the analysis."

"It was not possible to fix monitoring at our company with the existing toolset, or the budget we had to work with," he said. "There was a better way and that was to leverage the Observer Platform, specifically SightOps."

The team had been looking for a monitoring platform that, beyond supporting their hybrid IT needs, could provide separate dashboards to individual contributors, dramatically reduce their costs, proactively alert when potential problems were approaching, and significantly cut the time it took to perform root-cause detection.

"When it came to capabilities, SightOps was the clear winner," he said. "No solution on the market matched its coverage for Amazon Web Services."

> ## SightOps ensured that our migration to Amazon Web Services went seamlessly, while also saving us in unnecessary expenses.
>
> *Senior Architect Infrastructure Analytics*

Big Savings

Using the Observer Performance Management Platform, the convenience food giant was able to achieve something that wasn't possible with their legacy ITOM platform. They increased their monitoring coverage for their infrastructure by 500 percent, all while setting themselves up to save over $2 million in software costs across the next five years.

"Beyond capabilities, financials were a big issue when considering this initiative," said the Senior Director of Infrastructure for the enterprise. "We analyzed extensive financial data to justify the decision to move to the platform. Considerations included profit and loss, as well as calculating the net present value. It was clear that SightOps would result in a huge cost savings for our IT operations team."

Today, the company is able to monitor their entire IT environment, both onsite and offsite in AWS, from one solution, with a fifth of the staff that would have been required with the legacy solution. They can also benefit from the new ability to automatically detect the dependencies that exist between their AWS-based resources and their onsite resources.

"We are running a highly-efficient operation here," said the Senior Architect. "SightOps ensured that our migration to Amazon Web Services went seamlessly, while also saving us in unnecessary expenses.

We can automatically discover, map, and apply the right monitoring policies to resources as they are deployed into AWS. Beyond that, we have a product that is more intuitive and easier to use, freeing up our technical efforts to drive even more business value across other projects."

About Viavi Solutions

Viavi (NASDAQ: VIAV) software and hardware platforms and instruments deliver end-to-end visibility across physical, virtual and hybrid networks. Precise intelligence and actionable insight from across the network ecosystem optimizes the service experience for increased customer loyalty, greater profitability and quicker transitions to next-generation technologies. Viavi is also a leader in anticounterfeiting solutions for currency authentication and high-value optical components and instruments for diverse government and commercial applications. Learn more at www.viavisolutions.com.

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