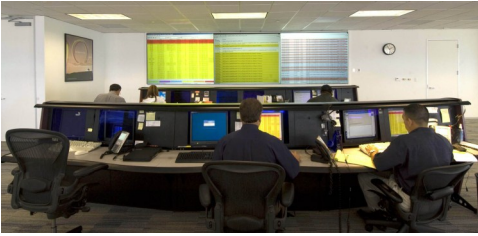# Managed Service Provider Realizes Significant Benefits By Replacing Open Source with ServicePilot ISM



## Customer

e-Qual offers a range of managed infrastructure and hosting services via satellite and radio owned network or MPLS and Internet VPN networks in 45 countries. They also offer application performance and security services.

## Challenge

e-Qual relied on several different open source products. It had invested nearly 5 years in programming these products and related extensions, but it was becoming too difficult and costly to manage and support.

## Solution

ServicePilot ISM was implemented and enhanced to meet their objectives.

## Results

*"We're very pleased with our decision to replace the open source products with ServicePilot ISM. We prefer to focus on our area of expertise, which is the IT Managed Services, and to let the experts at ServicePilot focus on doing what they do best."* [P.L., CEO, e-Qual ]

e-Qual provides managed services to businesses and organizations in Europe, Africa, the Middle East and Central Asia. They currently control and supervise over 500 network nodes and hundreds of servers. For years they had relied on several different open source products. The solutions worked reasonably well, but they lacked key functionality. For example, e-Qual wanted to present different objects to users depending upon their area of responsibility.

They were unable to achieve what they required for their customers, so e-Qual decided to develop interfaces for managing access rights and object interdependency. The company invested nearly five years in programming these and other extensions to the open source products. Unfortunately, with each new release of the open source software, they had to re-program the adaptations that had been made. Moreover, maintaining the software added more support costs.

> *"Contrary to what many people think, Open Source is not magic and It's not free."* [P.L. CEO, e-Qual]

They discovered that ServicePilot ISM had most of the functionality they required. ServicePilot committed to enhance the event correlation functionality to reduce the number of false alerts, and the two companies collaborated closely to achieve the 100% coverage required by e-Qual.

As a result of replacing its open source monitoring tools with ServicePilot ISM, e-Qual has been able to realize significant benefits:

- **Proactive monitoring:** Highly accurate indicators report the current status of a particular device and the rate at which it will degrade.

- **Correlation:** Alerts can be treated via smart rules, so the number of alerts can be drastically reduced to the ones that really need to be addressed.

- **Reporting:** Support for custom indicators and a very high degree of accuracy enable e-Qual to precisely define service levels and automatically report their performance against contracted SLAs.

- **Cost savings:** e-Qual has eliminated the cost of development and maintenance of the open source tools, as well as reducing the cost and complexity of operating its IT infrastructure.

## About ServicePilot

ServicePilot is a premier provider of business-focused application performance and business service management solutions that are easy-to-use, deploy and maintain. Service providers and global companies in a wide range of vertical markets rely on the power, scale and flexibility of ServicePilot solutions to cost-effectively enhance the monitoring of their physical and virtual infrastructures and improve VoIP, user experience and application management.

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