Peoplenet Selects Centerity™ for its Critical IT-Based Business Services Monitoring

True End-to-End Enterprise-Class Monitoring for Performance and Availability

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Peoplenet's Environment

Peoplenet is the national leader in time and attendance management systems for temporary staffing and employment agencies as well as health care companies. Peoplenet has several core data centers in multiple locations. The primary data center is in Atlanta, Georgia with a secondary, fully redundant data center in Suwannee, Georgia. The main corporate offices and the R&D center are in Atlanta, Georgia. At these locations, Peoplenet hosts application servers and compilation tools for the R&D team. The primary and secondary data centers host Dell servers with storage arrays, Checkpoint firewalls, Cisco switches and routers, several clusters of Windows servers that host SQL databases, numerous VM devices and various applications. About 95% of the infrastructure is virtualized.

Peoplenet's Monitoring Challenges

For a number of years, Peoplenet had utilized a homegrown solution that was complemented by the IPSentry monitoring suite. It became apparent that while the business was experiencing fast and steady growth, the incumbent monitoring solution could not meet the needs of an organization growing larger and more complex every day nor could it scale to where the business was going in the future. The existing solution could not provide end-to-end IT coverage that the business required via a single pane of glass. Also, the existing solution could not provide the enterprise-class features necessary to support Peoplenet's ever-changing IT environment.

Peoplenet's core business is heavily dependent on delivering non-stop, internet-based services to its customers. Monitoring these services in real-time, being proactive to anticipate potential sources of failure and performing rapid root-cause analysis to reduce mean-time-to-restore (MTTR) was always daunting and at times impossible. Furthermore, addressing end-user experience issues was challenging and an ever-present threat to customer satisfaction and customer retention metrics.

"We realized the need for a robust, unified monitoring platform that had deeper and broader visibility into our entire IT environment, something we could not get from our existing tools," states Thomas Donnelly, Peoplenet's IT Director. While reviewing the must-have features of the new solution, Peoplenet's staff specified the requirements for an enterprise-class

solution. This new solution should be able to handle the organizations current needs plus scale to handle the massive future growth the business was expecting. "While system health and availability are important aspects of our new, centralized monitoring platform, the enterprise-class solution we were seeking must offer selective and dynamic threshold alerts with real intelligence and escalation policies, SLA reports for senior management, real-time executive dashboards, topology maps, asset discovery and inventory management and other sophisticated features. We found this and more in Centerity," continues Thomas.

Centerity's Enterprise-Class Solution

Centerity Monitor is a unique, all-in-one performance and availability monitoring solution for an organization's entire information systems and IT infrastructure. Centerity Monitor will track, detect and monitor physical and

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virtual servers, standard and proprietary applications, networks, storage, databases, passive equipment and more. Centerity's advanced features provide accurate measurements of performance and availability as well as User-Experience Monitoring, Business Service Management (BSM), Inventory and Asset Management and Dynamic Threshold Management.

Centerity Monitor will track and isolate systemic problems before customers, end-users or managers are affected. Centerity monitor includes Agents,

Agent-less (SNMP, WMI, SSH, TELNET, etc.), pulling and pushing data capture methods, as well as other advanced techniques to address all monitoring requirements. With hundreds of certified plug-ins (such as HTTP, SMTP, Traffic, CPU, DISK, MEMORY, etc.) and thousands of predefined templates, advanced monitoring processes can be deployed quickly and easily.

Centerity's advanced features include: (1) Automatic VMware Topology Discovery; (2) Intuitive Business Service Management (BSM) view creation; (3) Comprehensive Inventory Discovery via Proxy Agent and Proxy Network Discovery; (4) Automatic Discovery with KPI Assignment and (5) Advanced Real-Time Layouts and Mapping.

Centerity Monitor provides for the automatic discovery of VMware environments including inventory data and topology layouts. Centerity Monitor will discovery all VCenter elements including hosts and guests and present these elements in an organized and hierarchical manner so that administrators can visualize the way the virtualized environment is hierarchically organized and distributed. Also, these views are presented as active, real-time layouts with viewable statuses and drill-down capabilities.

Centerity Monitor Architecture
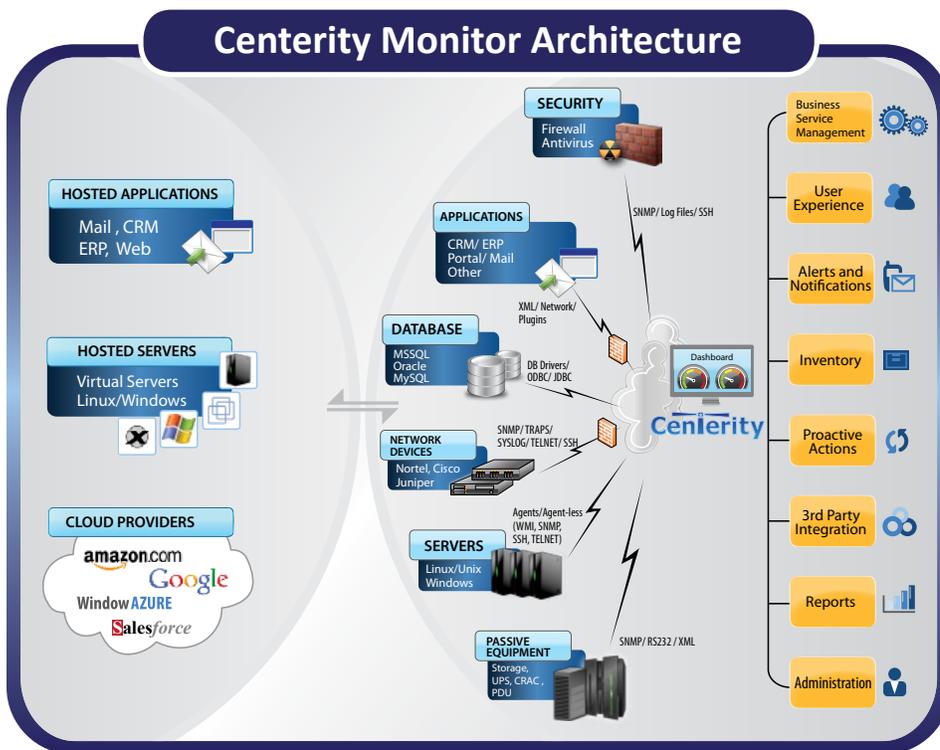
Peoplenet's Post Implementation Results

Early Alerts and Notifications

Peoplenet implemented Centerity's enterprise-class monitoring and performance platform and the IT staff immediately noticed its positive impact. Peoplenet's IT personnel could efficiently maintain its critical services and applications; more importantly, Peoplenet could now deliver to its customers the very best in internet services and application performance it had always strove to deliver. Peoplenet could now proactively prevent service disruptions by effectively addressing network trends before these became major service issues. "Once the tailored alerts and escalation policies were in place, the entire organization became proactive. Because of this, our customer-facing applications and services have improved enormously reducing MTTR while increasing customer satisfaction and retention. We are finally ahead of the game," states Thomas.

Peoplenet's IT Director

Consolidated Views and Business Service Management

Peoplenet's multiple sites and hybrid infrastructure necessitated that a single view into this distributed IT environments be created. Centerity Monitor's consolidated displays and tailorable executive dashboards allowed data retrieved by multiple technologies and sites to be presented to NOC

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managers for further analysis via a single pane of glass. Moreover, via Centerity's Business Service Management (BSM) capabilities, Peoplenet could now define and collectively manage critical business processes in a unified way by defining the elements in each process and the interrelationships between those elements. Thus, these consolidated dashboards and BSM process views: (1) allowed NOC personnel to have enhanced, comprehensive views of critical services and processes in real-time enabling it to engage with customers and end-users in real-time problem-solving and (2) allowed senior management to have comprehensive, real-time views into the status of entire business while being able to measure performance against organizational SLAs. "At the time, BSM was not really on our radar screen and we did not think of it as a must have. Today, it is obvious that we cannot live without this advanced feature. Because of Centerity's BSM features, the pulse of the entire business can be taken in real-time via Centerity's consolidated views and customizable dashboards," states Thomas.

Reports, Maps and Asset Management

One of the most important tasks in managing IT infrastructure is inventory and asset management. Peoplenet's businesses have experienced rapid growth in recent years and expects to continue to grow at this fast pace. This growth requires expansion of its supporting IT infrastructure as well. The need for inventory and asset management tools became indispensable. Furthermore, due to changes in all business practices, IT operations implemented a scheduled reporting program for senior management. "The weekly and monthly reports we are now able to generate from Centerity and the historical data

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we are now able to draw on provide us with a deep understanding of our business and our customers allowing for comprehensive trend analysis and forecasting. The interactive maps of our live network also prove to be very useful in managing our environment via visualization. Now, it is simple to identify the origin of a problem, its exact location in the infrastructure and its impact on other components and critical services," states Thomas.

The "Centerity Effect"

Peoplenet was first introduced to Centerity in April 2012. The grand plan was to canvas the market, identify a suitable solution and complete implementation sometime in 2013 only to realize that within months of starting the deployment, Centerity Monitor was fully in place, configured and operational across the entire organization. "I've been in the business for quite a while. In general, IT's demands and requirements for tools is miles higher than the available budgets to acquire them. Centerity was able to meet this challenge and made it easy for us. We addressed all of our requirements and received even more than we asked for. The project ended up

being completed ahead of schedule and under budget - even our CFO was happy! Centerity's services, both in deployment and support, were outstanding. In the final analysis, Peoplenet has been able to transition from a reactive to a proactive IT group. We can now anticipate problems before they become critical to our customers and to our business,' adds Thomas.

About Peoplenet

Peoplenet, (www.Peoplenet.com), founded in 1990 and based in Atlanta, GA USA, is the national leader in time and attendance management systems for temporary staffing and employment agencies as well as health care companies. With millions of users and hundreds of agencies turning to Peoplenet, the company is known for its fair, friendly and forward-thinking business practices that help agencies streamline operations and build a better bottom line.

About Centerity

Centerity Systems, Inc., (www.centerity.com), headquartered in Needham, MA USA, is the pioneering developer of All-in-One, enterprise-class and carrier-class monitoring solutions for critical information systems and IT infrastructure. While changing the rules of monitoring by providing a next generation unified platform, Centerity enables IT organizations in all market verticals to simplify all aspects of infrastructure and networking monitoring and information flow. Centerity's advanced features provide accurate measurement of performance and availability as well as End-User Experience Monitoring, Business Service Management (BSM), Inventory Management and dynamic threshold management. Centerity is the Top Value Leader in EMA's Q4-2012 Enterprise Network Monitoring Systems Radar Report and won EMA's Special Recognition Award for Best Extensibility.