\\\virtana | **Case Study**

2degrees Delivers a Seamless Customer Experience With Virtana

ABOUT

Industry
Telecommunications

Location
Auckland, NZ

CHALLENGE

IT monitoring solution that was flexible enough and scalable enough to adapt and grow with the company's aggressive business strategy..

RESULTS

Comprehensive monitoring coverage, scalability and flexibility to adapt to dynamic IT environment

ABOUT:

2Degrees is a leading, rapidly growing New Zealand mobile and broadband network provider expanding into business customer segment. The top strategic driver for 2degrees was simple — providing the most consistent customer experience possible for its mobile and broadband end users. What may have been a relatively straightforward challenge was complicated dramatically by the company's rapid organic and acquisition-fueled growth. They needed an IT monitoring solution that was flexible enough and scalable enough to adapt and grow with the company's aggressive business strategy.

THE CHALLENGE:

Since the company's inception in 2009, 2degrees has relied on Virtana as the primary monitoring solution for its day-to-day IT operations. The 2degrees network operations center (NOC) uses Virtana to actively monitor their IT infrastructure, providing a unified view of all systems and applications. Virtana also integrates with the 2degrees incident management toolset, streamlining the escalation and resolution of issues that can impact service delivery across the company's entire business infrastructure.

2degrees chose Virtana for its open platform, which provided the most comprehensive monitoring capabilities compared to other solutions. Virtana was also easier to deploy and maintain, offered top value for

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> Virtana offers us the right mix of open and comprehensive monitoring functionality, enterprise support and return on investment.
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> Klaus Ahlers
> **IT Operational Support Systems (OSS) Manager, 2degrees**

incident-management processes, and provided intuitive modeling and template-based configurations for their administrators. 2degrees found that Virtana was the most flexible and customizable solution — designed to adapt to dynamic IT environments.

THE RESULTS:

After a rigorous due-diligence process, 2degrees recently renewed their commitment to the Virtana platform for five more years. Determining factors included the key role of the Virtana platform in their IT operations processes and their confidence in the Virtana strategic roadmap, but the decision was also heavily influenced by the extremely positive experience of partnering with Virtana since 2009.

Virtana provides the 2degrees NOC visibility into the health of their infrastructure and services, helping them identify risk areas and mitigate issues rapidly. A cost-effective, flexible and reliable option for efficiently handling incidents is a vital foundation for the delivery of 2degrees services.

WHY IT MATTERS:

The customer experience is paramount to 2degrees, and they only trust their business with vendors that have the same high standard. 2degrees has been impressed by the Virtana community and the exceptional level of support they have received. 2degrees was also invited to the Virtana user conference, where they were able to participate in an open exchange of ideas and solutions with technical and business experts from industries around the globe.

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> Our business demands customer-centric delivery of mobile and broadband services. Virtana is the platform that continues to grow with our network and infrastructure, allowing us to quickly adapt to new monitoring challenges while providing us with system and component performance data as well as insight about possible service disruptions.
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> Klaus Ahlers
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