

# From Monitoring Gaps to Operational Gains in Central 1's Journey with Virtana



## ABOUT

**Industry**  
Financial Services

**Location**  
Vancouver, BC



## CHALLENGE

Central 1 was unable to tell when services were degraded or impacted by a server outage or other IT event.



## RESULTS

Allowed ITOps and ITSM teams to seamlessly share relevant information and work together effectively during service disruptions.

### ABOUT:

Central 1 Provides wholesale financial products, trust services, payment processing solutions and digital banking services to 300 companies across Canada. Headquartered in Vancouver, British Columbia, with additional offices in Toronto and Mississauga, Ontario, Central 1 holds approximately \$17.7 billion in assets. They are a Primary liquidity manager, payments provider and trade association for 42 member credit unions in British Columbia and 70 in Ontario.

### OVERVIEW:

Central 1 Credit Union provides wholesale financial products, trust services, payment processing solutions and digital banking services to roughly 300 credit unions and institutional clients across Canada. To ensure the security and reliability of their customer data and organizational systems and achieve their core goals of client centricity and operational excellence, Central 1 needed complete visibility into their complex cloud, virtual and physical IT environments.

### THE CHALLENGE:

Central 1 had a number of pain points around monitoring its primary services. With its previous monitoring approach, Central 1 was unable to tell when services were degraded or impacted by a server outage or other IT event.





Although Central 1 was using ServiceNow for IT incident reporting and management, it was difficult for IT team members in separate offices to work together to resolve service disruptions, and maintaining accurate data across all locations required time-consuming manual updates.

### THE RESULTS:

Central 1 selected Virtana to provide data insight, root-cause analysis, and unlimited scalability across a broad scope of devices and managed resources. From the outset, Central 1 wanted to work with a single supplier whose business centered on IT monitoring. With its scalable SaaS offering, and customer-for-life philosophy, Virtana appealed to Central 1 as a more modern and customer-focused alternative to the “big four” IT monitoring vendors. Virtana’ out-of-the-box modular extensions, called Integrations, enable Central 1 to easily monitor any system in its IT infrastructure. Leveraging a Integration that integrates Virtana and Google Cloud Platform, Central 1 was able to get visibility into Kubernetes clusters that wasn’t previously possible. The certified Virtana-ServiceNow integration was a vital component of Central 1’s decision to select Virtana, and Central 1 deployed both the incident management component and the ServiceNow Configuration Management Database integration.

The ServiceNow integration also allows Central 1’s IT operations (ITOps) and IT service management (ITSM) teams to seamlessly share relevant information and work together effectively during service disruptions. Integrating Virtana software defined IT operations with ServiceNow has allowed Central 1 to build comprehensive real-time models of their hybrid IT environments, providing holistic health and performance insights into previously opaque systems. Virtana gathers all incident data and automates the ingestion of the relevant data into incident tickets to giving the Central 1 team accurate and actionable context.

### WHY IT MATTERS:

The Virtana-ServiceNow integration helps Central 1 and other Virtana customers worldwide improve operational efficiency, save downtime costs, achieve alignment between ITOps and ITSM teams, and ensure design best practices through certified integrations.

Virtana gathers and automatically populates relevant data into incident tickets, eliminating delays from manually gathering incident details and notifying other teams of service outages or other IT events. Having current, accurate and actionable data allows IT teams to identify and address issues before disruptions occur and quickly begin the resolution process.

