

How Netic Delivered Performance Insights With Virtana



ABOUT

Industry
IT Hosting

Location
Aalborg, Denmark



CHALLENGE

Netic struggled to efficiently provide top value for customers.



RESULTS

Virtana gave Netic a monitoring platform that can pinpoint and highlight problems in real time

ABOUT:

Netic A/S, a managed application operations service for public and private customers in Denmark, was founded in 2003 on the basis that IT operations could be done smarter and better than was typically the case. Since that time, Netic has become increasingly specialized in application itself.

THE CHALLENGE:

Netic was on the hunt for a solution that had to perform on a range of important parameters, including the ability to handle monitoring across the entire stack, with a focus on infrastructure. In addition they needed a solution with scalability and cost-effectiveness. Netic chose Virtana to handle monitoring large parts of the infrastructure, supporting the applications that Netic operates for its clients. Among these clients is Danish retailer JYSK, who sells beds, linens and furniture from 2,800 stores worldwide through their global e-commerce platform run and operated by Netic. Netic also uses Virtana to monitor the performance of the application and its underlying infrastructure for MedCom, the Danish nationwide health network.



Our previous solution did not provide sufficient scalability, and maintaining actually increased complexity in an already complex operations environment.



Thomas Lønskov Luther
Head of Application Operations at Netic



THE RESULTS:

As a managed service provider, Netic requires a monitoring platform that enables segregation of duties and is able to scale both horizontally and vertically. These issues meant that Netic struggled to efficiently provide top value for customers — and in a competitive environment, this can rapidly become critical. For that reason, a project was initiated to identify, test and onboard a new monitoring solution.

Virtana was chosen as a result of a review that tested the key need of being able to monitor the end-to-end infrastructure. During the test, Netic evaluated Virtana on the ability to integrate with the preferred project management and workflow tool, Atlassian Jira. Netic leveraged the Virtana Integration architecture to easily build a seamless integration between Virtana and Jira, including a dashboard that shows active incidents. After the evaluation period, Virtana stood out as the strongest candidate and was chosen to replace Netic's existing monitoring tools.

WHY IT MATTERS:

Virtana was chosen as a result of a review that tested the key need of being able to monitor the end-to-end infrastructure. During the test, Netic evaluated Virtana on the ability to integrate with the preferred project management and workflow tool, Atlassian Jira. Netic leveraged the Virtana Integration architecture to easily build a seamless integration between Virtana and Jira, including a dashboard that shows active incidents. After the evaluation period, Virtana stood out as the strongest candidate and was chosen to replace Netic's existing monitoring tools.