ZONES™

Proactive Incident Management

Use Case

Zones Innovation Center is a multidisciplinary and collaborative technology environment that helps transform business use cases into working prototypes. Leveraging technology expertise, OEM alliances, and scalable technology platforms Zones assists businesses in simplifying and accelerating their digital journeys. This use case showcases 'Proactive Incident Management' capabilities.

Solution Overview:

The monitoring space is overcrowded with the offerings available which mostly work in silos and do a decent job of covering a specific niche. As a per our experience tool must be like Swiss army knife and should be trustworthy. The key aspects which need to be considered in network monitoring are visibility, capacity and speed. The amount of traffic generated by management events in network is huge and the tool needs to stand the test of the time. We use Zabbix Enterprise monitoring which stood the test of time and has been extremely capable in delivery near zero downtime for many deployments.

Zabbix is the one of the best opensource tool which is geared to deliver enterprise needs of having a single pane of glass view of whole IT infrastructure stack. Zabbix provides its users with very flexible, intelligent threshold definition options. While a threshold for trigger may be as simple as "bigger than x", it is possible to use all power of supported functions and operators for statistical analysis of history data. With trend prediction and machine learning capabilities.

Lab Video Overview:

In this video we have created a lab environment in our Innovation center to simulate two monitoring environments. The video takes over the benefits of using strong tool like Zabbix and integration built around the tool to implement end-to-end lifecycle of proactive incident management. The lifecycle helps in reduction of overhead to the NOC team for creation and classification of the tickets. The integration helps in auto-ticketing and closure of the incidents helping implement the notifications and escalations to the right teams.

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