Case Study MYCRONIC OPSDIS

ITRS GROUP

Monitoring at Mycronic

Keeping pace with rapid growth

ITRS
OP5 MONITOR

Background

Mycronic creates world leading product solutions for the electronics assembly, display and packaging industries and has over 500 clients globally. It is the only manufacturer in the world of the machinery that creates photomasks, a component that is vital in the production of screens. This means that if you use any TV, mobile phone, car interface or computer, Mycronic has played a part.

Challenge

In an incredibly diverse IT environment on which so many businesses are dependent, monitoring systems are crucial for understanding the overall health of your IT estate. As Mycronic faces rapid growth, with plans to acquire up to three companies every year, it is also facing the challenge of keeping pace with its own evolving and expanding production environment.

Patrik Dahlen, IT- Engineer at Mycronic, said: “Things are changing all the time in the IT environment of a business like ours, and that’s how it’s supposed to be if you’re wanting to grow and develop. However, it means that the updates required to keep our monitoring system running smoothly are rapidly moving beyond the abilities of manual processing. This can lead to bad information and inaccurate red flags, which can significantly hamper the efficiency and scalability of our whole estate.”

Solution

Over 12 years ago, Mycronic was on the lookout for a comprehensive monitoring system that could handle both Windows and Linux and was flexible enough to integrate with other applications as the company scaled. Swedish-based OP5, now ITRS Group, was selected as the ideal partner to monitor their networks and services.

Opsdis came on board in 2017 to automate all processes that had previously been carried out manually. By implementing Mender, a monitoring discovery solution allowing the plug-in of multiple external data sources, including Quest KACE, Forti Manager and Infoblox Grid, Opsdis was able to ensure that all elements of ITRS OP5 Monitor were up-to-date with the numerous changes occurring across the Mycronic estate every day.

Johannes Dagemark, CEO of Opsdis, said: “Many firms believe that they need to have a perfectly structured asset management system or cmdb source before automating, but this isn’t true. By starting small and working closely with ITRS OP5 Monitor, we’ve been able to expand a fully automated monitoring system across Mycronic’s entire business estate and ensure they are using ITRS’ systems in the best way possible.”

Patrik Dahlen at Mycronic, added: “The quality of monitoring has increased significantly since partnering with ITRS OP5 Monitor and Opsdis and we spend less resources than before on maintenance. Our time is now spent on automation and further developing what we monitor to make sure we stay at the forefront of our industry, providing the best possible service to our users round-the-clock.”

Lars Esshagen, Global Head of Professional Services, Regional Leader Nordics of ITRS, concluded: “We have partnered with Opsdis numerous times over the past few years and will continue to work closely well into the future. We believe our two products work very well together to provide an excellent service to clients.”

Contact us

If you are interested in how you can automate your ITRS OP5 Monitor system please contact

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