

PeerStory: ITRS Geneos



This PeerStory is a collection of quotes from a real user sharing their experience using ITRS Geneos on IT Central Station.



Senior Enterprise Management Administrator at a financial services firm with 501-1,000 employees



Use Case

We use it to monitor all our production servers, our UAT servers, as well as all the trading applications that are running on them. Additionally, we use some of the other features to monitor some of the network equipment via SNMP. Our NOC is watching the screens I created for them using the Geneos dashboards and the Event Ticker. They open cases for specific teams, depending on where the alert is coming from. It gets routed to the correct group and they resolve the issue.



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Results

It has allowed us to be less reactive and more proactive when it comes to issues. The consolidation of all the other monitoring applications into one allows the NOC to see everything more clearly as well. **It definitely improved the overall functionality of the trading applications because we are able to see stuff alerting much more easily.**



We have absolutely seen return on our investment with ITRS. The stability of the trading applications with Geneos means it pays for itself.

Valuable Features

The log file monitoring is probably what we use most extensively, especially the FKM sampler. That would be the one we utilize the most for scraping log files and looking for our messages.

In terms of the solution's real-time data, it's great. I can't say enough about it. I've evaluated many other products, including Nagios, because everyone wants to use stuff that's cheap as well as Check_MK and some stuff from HPE, and nothing provides a solution like ITRS does. It's definitely the best solution that I've used, as far as real-time monitoring goes. You immediately get a pop up if something is broken. It's easy to see what's broken and what's not.

The filtering in the Active Console is exceptional. It's a great real-time monitoring solution.

It also provides lightweight data collection. It definitely is good for doing that.

There is no comparison when it comes to the visual presentation, between ITRS and Nagios. The Nagios front-end is horrible. It's very difficult to figure out what's alerting and what's broken. **With the ITRS console, it's immediate.**

Right now we have six ITRS Gateway servers, although it's really only three because the other three are just the backups. To create that same solution with Nagios, I would have needed over 20 servers. It wasn't feasible.

The ITRS gateway is also easier to deploy than Nagios.

I also eventually looked at Check_MK, but the problem was that it's really just for system-level monitoring. It doesn't really get too extensive with application monitoring, and with the amount of application monitoring that we have deployed, I don't think it would have been possible to do with Check_MK.

ROI

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