PeerStory: ITRS Geneos

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

ITRS GROUP

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System Analyst at a financial services firm with 5,001-10,000 employees

★★★★⯪

Use Case

We are using Geneos for basic monitoring, like process, logs, database monitoring, etc.

In terms of the applications we monitor with Geneos, they are the basics, like load processes for getting the data, parsing it, and loading into the database. We have a processor running 12 to 14 hours a day and we have to monitor the data we are getting, the FIX (financial information exchange) messages. We are parsing to see whether everything went fine or not. Then, if we are loading it into a database, we are checking the counts to confirm that whatever is in the FIX messages is getting loaded.

❝

We have definitely seen return on investment.

Results

Previously, we did not have much in the way of monitoring. Geneos offers various kinds of samplers and it keeps adding integrations as well. For example, we are using Control-M scheduler for our batch. We integrated ITRS with Control-M and now we are getting all the alerts from there into our ITRS monitoring, and we can publish that in the dashboard. **In one view we can see how our hardware is, how our logs and processes are, and how our batch is.** And we are using Symphony and there is integration from ITRS for that. That's also something that we are utilizing here.

For my application, Geneos is detecting and helping us avoid outages at least once a day. **It's proactive monitoring so we get an alert and can take action before there is a major impact.**

❝ **...the solution is saving between two to three hours per day, compared to having to do everything manually.**

Valuable Features

The solution's web-based UI is a really helpful tool because sometimes what happens is that we are not on our machines but we can utilize those links over our mobile phones. **We can access things from pretty much anywhere.**

One thing we're utilizing in Geneos is the Gateway-SQL. That's really helpful for us. Using Gateway-SQL, we are able to merge two different views into one.

Another valuable feature in Geneos is the FIX Analyser, because in our automation we are dealing with a lot of FIX messages.

On top of that we use the dashboards which are very good for presenting everything in one place, and we can send it to our higher management. It tells us if the whole of application XYZ is green or not. **We can design different kinds of dashboard per our needs.**

Alerting happens in real time, and we can set up the sampling interval. If we want something to be checked every five seconds, we can do that in Geneos. We have different intervals set up.

ROI

We have definitely seen return on investment.

In addition, **the fact that I check anything from anywhere, is a time saver for us.** I would say that, overall, the solution is saving between two to three hours per day, compared to having to do everything manually.

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