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#### KEY HIGHLIGHTS

##### Challenge

- High value IT team working on routine monitoring & patching
- Lack of time to focus on strategic IT & business initiatives
- 24/7 monitoring needed with no 24/7 staff

##### Technology

- GreenPages Cloud Management as a Service (CMaaS); Monitoring Plus Level

##### Successful Results

- System alerts handled behind the scenes
- SOP alerts triaged before reaching IT Team
- Single-pane-of-glass portal for ease of management
- 24/7 alert monitoring & patching
- Increased reporting & recording capabilities
- Improved response times for departmental requests
- Time to focus on strategic IT & business initiatives

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## GreenPages Deploys Cloud Management as a Service (CMaaS), Gains Single-Pane-of-Glass Management Across Hybrid Cloud; Consolidates Monitoring Tools; Triage Alerts; Improves Reporting & Analytics; Enables IT Team to Focus on Strategic Initiatives.

### GreenPages Technology Solutions

GreenPages is a leading cloud and virtualization consulting and integration firm that helps clients fully virtualize their environments and transform their datacenter and IT operations to strategically leverage the power of cloud computing.

#### Business & Technology Challenge

A 120M company with 190 employees, GreenPages supports a dynamic corporate and IT environment with numerous systems to monitor and support. As the company grew, it was considering adding to its IT team to handle increased IT management needs.

“Because we have so many systems—both internally as well as externally in the cloud—it was a lot of work to proactively manage the various monitoring tools we utilize,” said Matt Mock, GreenPages IT Manager. “Plus, patching is a 24/7 activity and all that routine work was making it difficult to focus on more strategic IT priorities.”

GreenPages’ management tools include What’sUpGold, VMware management tools such as vCenter and vCenter Operations, and cloud management portals for each site, including Terremark.

“Server patching was especially time consuming, specifically Exchange, SQL, and FileMaker as well as generic Windows server patching under multiple clouds—in Terremark and within our private cloud,” added Mock.

#### Solution: Cloud Management as a Service (CMaaS)

GreenPages deployed its own Cloud Management as a Service (CMaaS) solution which provides consolidated alert monitoring across all of the company’s IT environments through a single-pane-of-glass portal.

GreenPages deployed CMaaS Monitoring Plus—a level which provides patching, triage, and standard remediation services.

“We chose the Monitoring Plus level because our infrastructure is constantly changing and we have an internal application development team that requires custom monitoring,” said Mock. “Plus we have the expertise on staff to tackle high priority alerts.”

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## Results

### **24/7 Monitoring & Alerting**

One of the most valuable results is that the GreenPages IT team no longer has to spend time determining whether alerts are valid. “When we get alerts now, they’ve either already been validated or they’re more pressing alerts that our IT team prefers to handle,” added Mock. “Plus the alerts are triaged within fifteen minutes so it’s extremely fast.”

CMaaS also eliminates the stress of worrying about alerts at night. “Alerts from systems under maintenance get handled so all servers come up cleanly, all scripts are run, and all patches are deployed 24/7,” added Mock. “It’s true peace of mind to know you’re not going to wake up to a storm and downtime for users.”

Another core benefit for GreenPages’ IT team is that CMaaS consolidates all the alerts from different systems into one central portal, eliminating the need to switch between different interfaces.

### **Increased Reporting & Recording Capabilities**

CMaaS’s reporting capabilities also provide GreenPages’ IT team with trending analytics such as disk space usage or response time in SharePoint or Exchange. “CMaaS gives us visibility we’ve never had before,” said Mock. “Being able to see across our whole infrastructure—both private and public—as well as track any larger issues over time is incredibly valuable.”

CMaaS’s session recording capabilities help GreenPages’ IT team troubleshoot issues by pinpointing sources of change. “There’s never a question as to what was done to a server for example,” said Mock. “You just view the recording and get a complete history. It builds accountability.”

### **IT Team Freed Up to Focus on Strategic Initiatives**

Perhaps the biggest advantage CMaaS gives GreenPages is the time the IT team needs to focus on strategic projects. “Now we can concentrate on a new document repository plan that’s replacing our internal portal, a BCDR project, a FileMaker project, a MS Exchange initiative, a BYOD project and a VDI project. And we’re embarking on a company-wide optimization initiative to improve how employees work and access systems,” explains Mock. “CMaaS has also freed up our time to respond to departmental requests much more quickly and in general, has increased our job satisfaction; we’re no longer stuck on a treadmill and can focus on more interesting—and satisfying—work.”

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