

GSI Enhances Managed Services Operations and Sales with Advanced Monitoring

How GSI uses LogicMonitor to Streamline Managed Services Operations and Create New Business

THE CHALLENGE

GSI's Need for Advanced Monitoring

GSI, an Atlanta-based consultancy and MSP specializing in JD Edwards business software services, faced a challenge: as they expanded their Managed Services they needed a comprehensive and real-time monitoring tool for system management.

GSI's customers demand faultless performance to support their JD Edwards software, handling mission-critical applications such as accounting, manufacturing, asset and inventory management. GSI deploys and manages these critical applications as Managed Services. In addition, GSI's customer systems are a mix of in-house IT infrastructure and Cloud-based hosts, requiring deep system monitoring to successfully manage a diverse range of resources and applications.

Recognizing these challenges, GSI brought Jerry Wiltse, an experienced monitoring architect, into their Managed IT Services Delivery Team.

"We won 6 out of 6 prospects as customers when we showed them our monitoring solution...With all the new and exciting developments in LogicMonitor, it was ahead of the curve compared to the competition"

"The design choice, the architecture of LogicMonitor is really a strategic advantage for us, and our executives see that and they love it."

*- Jerry Wiltse,
Managed Information Technology Lead,
GSI, Inc.*

GSI, Inc. is an Oracle Platinum Partner and Authorized Reseller of Oracle JD Edwards EnterpriseOne, JD Edwards World and other Oracle solutions.

GSI offers a comprehensive mix of consulting services, managed services, and products for everything in and around JD Edwards, including RapidReconciler, its award winning JD Edwards inventory reconciliation solution.



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Using GSI's internal Real-World lab environment, Jerry and his team set out to test and analyse every major system monitoring solution available, basing their evaluation on comprehensiveness, reliability, ease of installation, dashboard visibility, and flexible alerts. Due to the customer-specific nature of GSI's implementation of the JD Edwards software suite, the testing team also required configuration flexibility and the ability to quickly create custom data sources.

After this extensive testing, GSI selected LogicMonitor as the most powerful, customizable, and flexible monitoring solution and began to deploy it into their customer base as a value-added service.

THE SOLUTION

Monitoring Platform Selection Criteria

Jerry Wiltse investigated all monitoring solutions in the context of GSI's business model, rather than pure system monitoring from an engineering point of view: all features had to address GSI's business needs first. They required a tool that supported the following criteria:

- **Flexibility:** A wide range of different IT environments. GSI's customers are running their JD Edwards software in a variety of environments that are specific to their company, their network, and their IT development stage.
- **Agility:** Nothing in a specific customer's IT environment can be taken for granted or expected as far as requirements or operational structure, so agility, flexibility and customization must be both supported and relatively easy to implement
- **Simple to use:** The monitoring solution must be easy to install and configure. GSI needs to optimize their engineer's time investment onboarding each customer.
- **SaaS:** The selected monitoring solution must be SaaS-based. GSI prefers to use secure cloud-based hosting over an in-house datacenter, even for their internal labs. A SaaS solution allows GSI to stay in the Cloud and not create a data center just for monitoring. A true SaaS solution also supports GSI's customer's support requirements: in-house infrastructure, data center-hosted, or Cloud-based; a SaaS solution is agnostic about the location and type of infrastructure.
- **Clear, informative displays:** The monitoring solution must allow the GSI team access and understanding of system alerts, status, and complete reporting functionality.

GSI found very few monitoring products that supported all these requirements. Of those, LogicMonitor was the most mature, with the quickest installation, most comprehensive monitoring, and greatest flexibility.

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Business Support

Nearly as important as the technical features, the selected monitoring solution needed to have a licensing model that supported “starting out small”: monitoring a few hosts at a time for clients, proving the value-add of comprehensive and advanced monitoring, and then growing the deployment. This incremental installation of monitoring into the customer base allowed GSI to demonstrate, in the customer’s real-world, mission-critical environment, the value of GSI’s Managed Services.

As the value of advanced monitoring was proven, GSI has been able to offer comprehensive system monitoring as an additional revenue-producing service. LogicMonitor’s pricing structure allows GSI flexibility: bundling-in advanced monitoring as well as enabling GSI to grow the monitoring aspect of their Managed Services quickly.

Enhancing Managed Services Management

Immediately GSI saw a difference in how they were able to monitor and stay ahead of network and resource issues. Introducing advanced monitoring into GSI’s installed customer base has delivered visibility into customer-specific systems and applications, gaining valuable insight into the deployed infrastructure.

JD Edwards software offers real-time reporting of issues, but does not offer any historical context of monitored values. This does not aid the Managed Services Provider in being able to find and resolve issues, and does not allow extensibility. As Jerry Wiltse said, “There are a ton of things that the engineers say ‘if we could only get a notification when that happened’ or ‘if we could figure out a way to know when that happened’, but because it’s not in the tool, and they don’t have a platform to build these features on, we were unable to do that.”

LogicMonitor provided the platform to enable enhanced support and services.

Using LogicMonitor’s API, GSI has developed custom data sources to more tightly integrate monitoring into JD Edwards applications in the customer’s managed service environment. These custom data sources give GSI engineers deep and near-real-time insight into each customer’s usage and the status of the managed system.

“I was asked by our sales team to perform a dedicated presentation which demonstrates how we use LogicMonitor to perform the Application Monitoring as part of our support process. By the end of December, 6 out of 6 prospects became managed services clients, and all made mention that our monitoring was a big factor in their decision.”

*– Jerry Wiltse,
Managed Information Technology Lead,
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THE BENEFIT

Sales Success Through Monitoring

While GSI's aim was to create more accurate and timely operational management, they quickly found that advanced system monitoring enhanced GSI's sales success. LogicMonitor advanced monitoring is delivering a clear competitive edge over competing JD Edwards Managed Services, enabling a faster sales close with a higher level of revenue.

In sales presentations, GSI engineers install a LogicMonitor data collector applet into the customer's system and then guide the customer through their system and application. LogicMonitor provides the ability to analyze historical application performance, while providing comprehensive real-time analysis of system resources. GSI finds that once they are able to live-demo advanced system monitoring to the customer, they are able to rapidly close the sale. As Jerry Wiltse says, "LogicMonitor is a key aspect of our sales process."

Some of GSI's customers that have experienced LogicMonitor monitoring into their JD Edwards application and infrastructure are now asking GSI to expand their IT management to include the customer's entire infrastructure, opening new business opportunities for GSI.

Win-Win-Win

GSI needed a differentiating feature to managing their growing Managed Services offering, and to increase their sales success. They evaluated all available monitoring solutions in their real-world labs, based on technical monitoring criteria, installation and customization capability, as well as GSI's business requirements, eventually selecting LogicMonitor as their core monitoring partner. This has created a much higher-level of service quality to their customers, increasing sales success, and creating new business opportunities.

LogicMonitor makes your IT Ops teams more efficient

Reduce performance troubleshooting time and knowledge sharing across work silos such as network, storage, database, and more. Integrate key IT toolsets including monitoring, IT automation, CMDBs and workflow/ticketing systems.

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The Automated IT Monitoring Platform

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