



PARTNER SUCCESS STORY

HEINEKEN INCREASES OPERATIONAL EFFICIENCY WITH CHECK_MK



Heineken, the well known international brewer wanted to consolidate their monitoring solution and extend it`s reach to cover all facilities from Romania.

By utilizing the Check_MK monitoring system Heineken now has a complete and reliable solution in place that gives them peace of mind and visibility to confirm that the IT infrastructure is working optimally.

"We have consolidated the monitoring of our entire IT Infrastructure with one solution. This gives us great flexibility and value but also reduces our maintenance costs."

Laurentiu Basamac
IT Security Coordinator, Heineken Romania S.A.



BUSINESS NEEDS

The IT infrastructure of Heineken Romania has evolved in the past 10 years following mergers and reorganizations. Headquartered in Bucharest with branch offices, factories and breweries throughout Romania, Heineken Romania has over 1000 employees. There are many applications in use from typical infrastructure solutions such as Active Directory to more complex business intelligence and data warehousing solutions that must be kept up to date and running.

Heineken wanted to have a complete monitoring solution that would be a single point of support for the entire infrastructure. Rising costs with traditional monitoring system software were of concern and open source solutions were of interest to minimize traditional proprietary licensing costs.

CHALLENGE

The main challenge for Heineken Romania was how to keep an eye on all the systems in the most efficient manner possible. Additionally it was of interest to get more information from the monitoring solution than traditionally available. Metrics such as capacity planning, business intelligence and a single unified solution to monitor all of the IT infrastructure would provide the operational efficiency needed to operate such a large, heterogeneous and geographically distributed infrastructure.

The initial deployment would have to be as smooth as possible without having to change the network topology, considerably change firewall rules or otherwise add administrative or operational overhead. The ongoing operations must also be as operationally efficient as possible; basically an easy-to-use solution that would not burden the IT department.

Other challenges included distributed monitoring, flexible notification mechanisms and also providing a true multi-tenant solution for different departments, systems and network administrators to focus specifically on their segment.

SOLUTION

Heineken, in order to solve their problem asked for the help of Spearhead Systems, their long-time partner and trusted IT advisor.

The first step in solving this challenge was to identify a system that could replace the existing solution without a large financial investment. Having had previous experience with open source based solutions, Heineken wanted to explore the open source community for a complete IT monitoring solution that included enterprise functionality such as BI, Capacity Planning, checks for typical enterprise systems such as SAP, IBM hardware, Microsoft Active Directory and could provide SLA monitoring.



Spearhead Systems, the exclusive Check_MK partner for Romania, identified the requirements with the Heineken IT department and provided a proof-of-concept demo of Check_MK via the Open Monitoring Distribution.

During the POC, the advanced features of Check_MK along with the ease of use were showcased to quickly provide an enterprise open source solution that easily met all expectations of performance, scalability and ease of use. Since budget and time constraints were in place, Heineken realized the benefits of Check_Mk immediately and implemented the entire monitoring platform consisting of 92 hosts and 932 services right after the POC. The entire deployment took less than 3 days, with only two engineers: a Spearhead Systems consultant and Heineken Service Desk and IT Security Coordinator Laurentiu Basamac.

“The ease of use with which we deployed Check_MK into production was astounding. We managed to get the entire IT infrastructure completely monitored and instrumented with trending, history and graphs within 3 working days”, explains Mr. Laurentiu Basamac - IT Security Coordinator.

COMPLETE VISIBILITY

Complete visibility of the IT infrastructure can be more difficult than it used to be as almost all networks are heterogeneous built layer upon layer. Monitoring the IT infrastructure is of significant importance and being able to use one solution that can cover everything for the organization is one massive advantage. Besides the obvious benefits of being able to notice issues quickly and identify where they happen in order for a quick fix, monitoring now plays a strong role in scaling. With an accurate view on how specific systems are acting at certain moments in time we can prevent future failures by scaling our architecture accordingly.

THE RESULT

Check_MK delivers Heineken the most flexible open source monitoring solution available. With support for the renowned Nagios platform, Check_MK can reuse existing Nagios plugins as well as the unique Check_MK agent. The solution provides enterprise dashboards that give a birds-eye-view of the entire IT infrastructure. Due to the flexible features of Check_MK, alerts and notifications can be customized and sent to the proper staff automatically reducing reactive response times to common IT issues.

Heineken has achieved operational efficiency by reducing time of resolution for IT issues, getting insight into the entire IT infrastructure and by cost savings due to the utilization of an open source solution.

While the future is never certain, Heineken now has tools that can help provide unprecedented views into the IT infrastructure to continuously keep an eye on systems and applications.



ABOUT HEINEKEN

From a single brewery in Amsterdam 150 years ago, Heineken has grown into the world's most international brewer. Established in 1864 by the Heineken family, HEINEKEN has a long and proud history and heritage as an independent global brewer. Heineken brews quality beers build award winning brands that are committed to enthusing consumers everywhere. Today, HEINEKEN is the number one brewer in Europe and the number three brewer by volume in the world.

ABOUT CHECK_MK

The Check_MK Monitoring System is a comprehensive Open Source Solution for IT Monitoring developed around the proven Nagios core. It provides professional monitoring of applications, operating systems, hardware, networks and processing centers.

Check_MK is delivered via the innovative Open Monitoring Distribution (OMD) which implements a completely new concept on how to provision, maintain and operate an enterprise grade monitoring solution. By taking the tedious work out of manually compiling and integrating the different components, OMD provides a seamless IT infrastructure monitoring solution that is fully functional within minutes!

ABOUT SPEARHEAD SYSTEMS

Spearhead Systems offers innovative technologies for the management and protection of networks, systems and users by delivering impeccable IT services. The company is distinguished for implementing solutions for monitoring, network security, Cloud (private, public, hybrid) and HPC. By utilizing IT as a tool the company transparently enables businesses to grow and adapt to an ever changing and more competitive landscape.

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