

How Amoeba hits their strict *high-availability SLAs* with GroundWork



About Amoeba Networks

Amoeba Networks is a Managed Service Provider who designs, builds, monitors, and protects high-availability business systems and networks in the New York Metropolitan and Puget Sound areas. Amoeba manages and protects the entire technology stack from applications, virtual machines, servers, network devices and many other endpoints, ensuring their clients are always running at peak efficiency.

The Challenge

Amoeba Networks' customers have on-premise and cloud infrastructure that cannot be allowed to go down under any circumstances. For this reason, the team at Amoeba holds themselves to an almost impossible standard of excellence. Through the use of strict, high-availability Service Level Agreements (SLA) they give their customers peace-of-mind that their systems will always be up and running. Their monitoring software is a critical piece of their operations because even a couple of minutes of downtime per year would break their SLA.

Amoeba's monitoring needs are further complicated because their customers have varied, and often antiquated technology stacks. When Amoeba first started operations they relied on open-source monitoring tools like Nagios®, however as their customer's needs evolved and the technology became more complex, the manual nature of the open source software became a burden, and having strong support from their monitoring partner was critical.

Today their customers have combinations of on-premise legacy systems, cloud applications, Windows and Linux servers, as well as unique blends of PBXs, VOIP systems, routers, switches, and virtual machines. To meet the complex monitoring needs of their customers Amoeba needs the flexibility to quickly create custom endpoints, dashboards, and alerts.

Key GroundWork Features for Amoeba

-  Rapid creation and deployment of custom endpoints
-  Containerized components for easy upgrade and management
-  Customizable alerts and escalation protocols

“Our data center is bound to an SLA and GroundWork helps us beat our uptime targets. With GroundWork, we can deploy monitoring fast across all our endpoints, even legacy and custom systems. We've tried other monitoring tools and the flexibility of GroundWork is miles ahead – we can monitor just about anything.

David Smithson
CEO, Amoeba Networks



The Solution

It's easy enough to find a monitoring solution for straightforward out-of-the-box customer implementations, but for their complex, messy, hybrid-cloud, and on-prem legacy technology stacks, Amoeba relies on GroundWork Monitor Enterprise. GroundWork gives the Amoeba team the flexibility to monitor virtually any device from a single pane of glass, while staying informed about network issues, server hardware problems, and software failures. The GroundWork team is also always available to provide white glove support or to provide strategic guidance during complex integrations.

Rapid creation and deployment of *custom endpoints*

GroundWork has a unique ability to easily monitor virtually any device on your network. Physical and virtual systems, servers, routers, networks, storage resources, web servers, application servers, cloud systems, and containers can be added as custom endpoints in minutes. Create dashboards specifically tailored to the metrics critical for your business to ensure that every potential failure point of your infrastructure is covered.

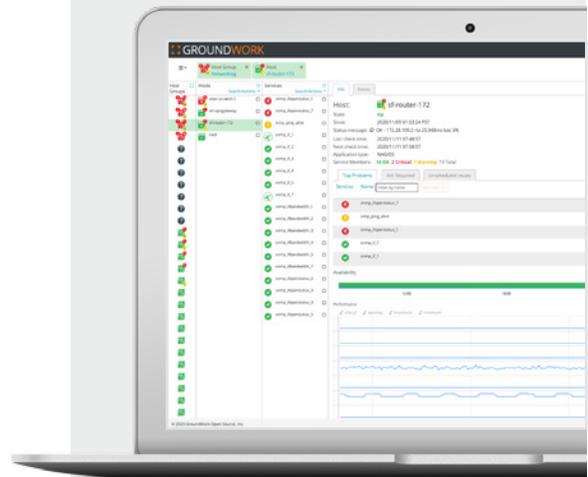
Containerized for easy upgrade and management

Amoeba's high availability SLAs mean 24/7 monitoring 365 days a year. When their customers make changes to their network, GroundWork gives them the ability to upgrade or replace individual containerized scripts, monitors, or endpoints without ever going offline.

Customizable alerts and escalation protocols

Amoeba's Network Operations Center is the heart of the business. Because all customer information flows through this data center, Amoeba's team needs to be alerted on a moment's notice if there's an issue. Those alerts also need to be clear, concise, and most importantly relevant to the person receiving them, which is where GroundWork comes in.

GroundWork gives Amoeba the ability to set up customizable escalation protocols which makes it fast and easy to consolidate alerts and route them based on their severity. These protocols and processes ensure that the right people know exactly what is wrong within seconds of a potential issue.



GroundWork delivers the critical tools we need to make sure our customers are covered. We serve multiple clients simultaneously and having a reliable, trusted network monitoring solution is crucial to our ability to keep our customer's business services online. Our team has GroundWork dashboards on their screens at all times which give us the ability to proactively identify issues before they cause serious problems.

David Smithson
CEO, Amoeba Networks



Struggling to meet your *demanding SLAs*?

Visit get.gwos.com to learn how GroundWork enables lightning-fast deployments and seamless scalability, while delivering critical infrastructure metrics in a single unified view.