

CASE STUDY

amasol AG

amasol (Advanced Management Solutions) delivers observability visualisation tools to enable the monitoring of data centre environments in the UK, using UKCloud's assured platform.

Case study overview

Ark Data Centres needed an urgent, secure, and reliable solution to guarantee data centre environmental service levels were being met for some of the largest organisations in the UK Public Sector. They approached UKCloud, as the champion of innovation for UK business and the trusted multi-cloud provider to the UK Public Sector and to Crown Campus, who have the unconditional goal of proactively preventing outages and downtimes through the intelligent monitoring of IT operations.

With the help of amasol, UKCloud have enabled Ark Data Centres and its customers to see mission critical metrics relating to their data centre environments, as well as the overall visibility for environmental health across the entire estate. The solution from amasol needed to focus on monitoring, observing, and visualising important, mission-critical data centre metrics to reduce downtime owing to outages and failures. These failures can cause SLA's to be breached which result in service interruptions, additional cost, downtime and penalties. The solution provided by amasol mitigates that risk.

About amasol

amasol AG were founded in 1999 and are headquartered in Munich, Germany. Their mission is to make IT operations more agile through the delivery of Service Level Management solutions, as well as IT Operations Analytics (ITOA), IT Infrastructure Management (ITIM) and Application Performance Management (APM) tools. amasol customers include leading service providers and well-known corporate customers such as BASF, Mercedes, Metro, T-Systems, Deutsche Telekom, and Volkswagen.

The Challenge

Organisations continue to be disrupted by digital transformation initiatives which are needed to meet the high expectations of internal and external customers as well as the need to drive greater efficiencies. Hence, IT functions face the prospect of continued demand for digital technologies which will further increase IT functions, adding cost and complexity. As a result, organisations risk inhibiting their digital transformation, competitiveness, and growth. Moreover, this continued demand for digital technologies increases the complexity of IT operations and the risk/ impact of ungoverned shadow IT and IT outages.

The Solution

amasol worked closely with UKCloud and Ark Data Centres, to build a management platform to seamlessly control cloud environments for Ark Data Centre customers. To enable this, UKCloud integrated Moogsoft, a solution which allows easy scaling, AI-driven observability, and alert correlation. The amasol solution also incorporated dashboarding for data visualisation of over 20 environmental data centre metrics such as ambient air and exhaust temperatures, humidity and server health.

Achieving the right balance between automation and people was important. In addition to the AIOps approach, UKCloud also used the BizOps concept to understand what is advantageous to automate and where it is better to use people. Instead of automating everything, UKCloud only automated the business and operational processes that made sense. UKCloud quickly found the right balance between automation and people-driven processes.

CASE STUDY

"amasol are a recognised brand in the area of Biz Ops and have a track record in helping customers improve their monitoring capability. amasol's expertise, speed of delivery, ownership and flexibility have helped ensure the success of this project. We look forward to continuing our partnership with amasol and them being a part of how we extend our own service capability to our customers."

Karsten Smet,
Director, UKCloud

"UKCloud use amasol as it's delivery partner for Managed IT Operations Services. This new service will be added to the portfolio of the data centre's Managed IT Services, providing their customers with the visibility of their data centre environment and enable those organisations to focus on providing better customer service 24/7/365."

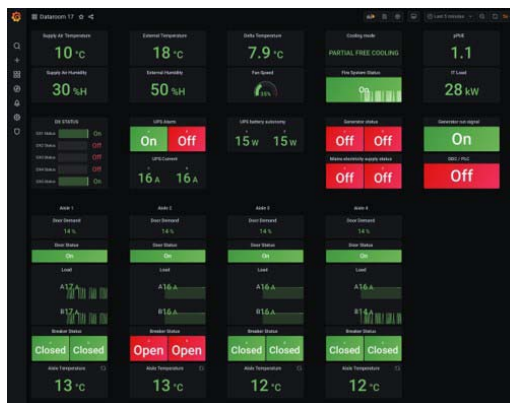
Frank Jahn,
Member of the Board, amasol

The Results

Together with UKCloud, amasol worked with Ark Data Centres to provide their customers with a range of smart services which offer expert on-site assistance, including creating and tracking support requests, managing access and deliveries, and providing cross connects, concierge services and remote support.

Through the secure, self-service smart portal, Ark Data Centre customers have visibility of their IT estate and can monitor their own individual data centre environments, as well as proactively track over 20 important data centre metrics.

Working closely with UKCloud and Ark Data Centres, amasol built and productised a managed service using Grafana, a dashboarding tool, to provide a view for users to log in and see the data for the whole environment. It also allows customers to see the data for their own data centre environmental areas as well. Then, using Moogsoft, UKCloud have complete network monitoring, observability, and control, as well as having ultimate visibility to monitor all customers across the entire estate.



amasol dashboard for visualised monitoring

