

EFFECTIVE CONTROL SOLUTION

With Zabbix Monitoring Software, Total Server Solutions, LLC. Made it easy to implement custom checks and therefore improved the performance for some major clients.



"We had difficult time getting custom solutions monitored until we started using Zabbix. The way Zabbix is built allows you to create custom checks for pretty much anything you need to have monitored. Flexibility of the system to monitor different parameters combined with awesome support makes Zabbix a great solution for any company looking for a solid monitoring solution."

Eric Gregory, Marketing Director in Total Server Solutions LLC

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Total Server Solutions, an IT service provider for web hosting and IT community, has implemented Zabbix Monitoring Software to improve custom check for large clients. The company was also looking for Linux-based software, with high standards, however a good price.

INDUSTRY:
Information Technology

OBJECTIVE

Total Server Solutions was looking for an easy-to-set-up and user-friendly monitoring software, preferably on Linux platform with back-up support available 24/7. And the software still had to have the capabilities to implement custom checks for large clients who required them.

REQUIREMENTS

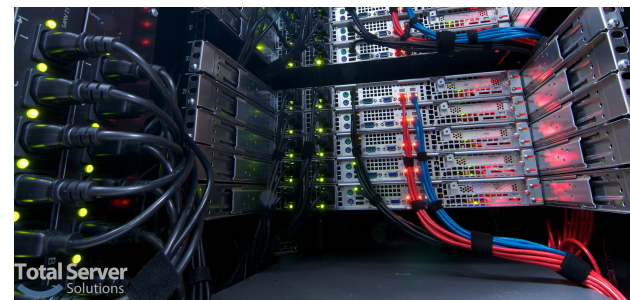
Total Server Solution was looking for a monitoring solution that would be Linux-based, user friendly and flexible. While searching for the best monitoring solution Total Server Solution also looked at software products, but did not like the way they were implemented and required a Windows-based server to run it.

The company had difficulties to get custom solutions monitored until they started using Zabbix. The way Zabbix is built allowed them to create custom checks for almost anything the company needed to be monitored.

Zabbix's support (commercial and community) served also as a huge advantage. *"It does not matter how good a product is you need the support behind it and Zabbix has that"*, Eric Gregory, TSS. The decision was finalized after seeing the capabilities of API.

APPROACH

Total Server Solutions has moved from other previously used systems to a less complex monitoring solution – Zabbix. The ability to use API and its capabilities helped to finalize the decision. The availability of 24/7 support and turn-key solution behind the software for more effective and productive implementation and use was also the great deal.



Total Server Solutions is a global leader in dedicated servers, system management, cloud hosting, e-commerce hosting, and colocation. The company was founded in 2005 with the goal of providing unsurpassed support and technical services to the web hosting community. The company's HQ is based in Atlanta, GA, USA, but the support team is spread all over the world to ensure the best service within a short period of time, for example they have staff in Montevideo, Uruguay. Under the TSS family there are other brands such as EWD Hosting (E-Commerce hosting), COLO@ (Datacenters). Recently, the Total Server Solutions family of brands has acquired Front Range Hosting (cloud & CDN) and Hands On Web Hosting (e-commerce hosting). Over the years, Total Server Solutions has grown to offer some of the finest colocation facilities in the world as well as fully managed dedicated server. The offerings, entire custom team at solutions, Total and Server cloud Solutions computing takes great services.

The entire team at Total Server Solutions takes great pride in delivering the best services and products to customers worldwide. It is not a surprise that the main company's aim is to help their customers grow their businesses.

CUSTOMER AT A GLANCE

NAME:

Total Server Solutions LLC

HEADQUARTERS:

United States of America

FOUNDED:

2005

TELEPHONE:

+1-855-227-1939

NUMBER OF EMPLOYEES:

22 (as of 22 August 2012)

URL:

<http://www.totalserversolutions.com>

BUSINESS OUTCOMES

At this point Total Server Solutions is still in the Zabbix implementation process. Moving all the systems, especially larger clients, to the new monitoring software is not very easy, but with Zabbix Turn-Key Solution TSS saved a lot of efforts and time.

The company pointed out that the support team has helped a lot in implementing Zabbix. In cases when it was not something that can be done under the scope of the commercial support, Zabbix technicians were giving directions on how to set up specific functions.

The tech experts at Total Server Solutions possess an excessive depth of knowledge that TSS puts to work for the clients absolutely any time they need it. Bad service is simply not tolerable, therefore, the executive management team, which is very passionate about customer service, makes sure the customers are treated according to the highest standards.

As mentioned above, Total Server Solutions combined forces with COLO@ and EWD Hosting to provide customers with an even greater range of services and expertise. COLO@, a well respected colocation provider brings years of colocation experience to the table and will offer the customers of Total Server Solutions a wide range of facilities where to colocate their equipment. EWD Hosting, an acknowledged leader in the e-commerce field has also combined forces with Total Server Solutions. EWD Hosting can provide any and all e-commerce and shopping cart functionality that hosted services need.

System monitoring plays a great role in offering clients a complete, robust solution to their needs.. After months of research and testing, Total Server Solutions decided to utilize Zabbix as the backbone of their monitoring services. Using Zabbix the Total Server Solutions team is able to detect issues quicker and reduce the response times for failed services and applications. Fully customized alerts, specific to each server/service monitored have been implemented by the Total Server Solutions team to maximize uptime for their clients' environments.



CUSTOMER SOLUTION AT A GLANCE

IT Infrastructure:

As Total Server Solutions has recently started migrating to Zabbix, at the moment they have about 150 devices being monitored and they continue to add more every day.

Zabbix services used:

Technical Support, Turn-Key Solution

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