Case Study

Stadtwerke Munich sets Holistic IT Monitoring

At a glance

The organization
Stadtwerke München
www.swm.de

Industry
City Utility

Key figures
- approx. 55,000 incidents p.a.
- approx. 3,300 server systems
- 7,500 client systems
- approx. 10,000 network connections
- approx. 1.3 million customer contracts

USU solution
USU IT Monitoring

The challenge
The previously used monitoring solution was no longer able to meet the demanding requirements for centralized and largely automated monitoring of the organization – wide IT infrastructure. Stadtwerke München (SWM) therefore needed a higher-level professional monitoring solution that integrated all relevant source systems and enabled a 360-degree view across all systems. The complex set of rules from the "old landscape" was to be adopted without any downtime. In addition, a modern alarm concept was implemented.

The solution
USU won the tender with the best overall technical and economic offer. Processes were successively standardized, an event management platform was set up and various monitoring tools were connected. Many new interfaces ensured smooth data transfer within SWM's complex infrastructure. On-call duty planning was also integrated centrally into the USU tool.

The result
With the USU IT Monitoring solution, a holistic, practical concept for a 360-degree view and monitoring of SWM's entire technical infrastructure, some of which is critical, has been established. The current event management is now the central instance for higher-level, standardized and comprehensive monitoring. The integrated on-call duty planning and improved alarm management are associated with significant efficiency gains and corresponding process cost effects – with minimized risks of system failures.

> **Together with our technology partner USU, we were able to implement the goal of centralized, comprehensive event management. With the expanded alarm management, we now have a continuous, automated monitoring chain. This ensures that Munich is supplied safely and reliably around the clock.**
>
> Nina Michalakelis, System Administrator,
> Munich public utilities

Managing critical infrastructures

"SWM keeps Munich running around the clock" – is written in the organizational profile of Stadtwerke München. And indeed: 13,000 km of electricity network, 12,000 km of fiber optic network, 6,000 km of natural gas network or 3,400 km of water network form the basis for a secure energy supply, for sustainable telecommunications services, etc. In this way, SWM makes a significant contribution to the provision of public services. Behind this is an equally impressive IT infrastructure, e.g. 3,300 server systems, almost 1,000 databases and 7,500 client systems. Because even at SWM, nothing works without efficient IT. If the server that controls the cash register system for the city's swimming pools breaks down or public transport systems stop working, thousands o f Munich citizens may be affected. The technical resilience of SWM's infrastructures, some of which are critical, is therefore extremely important.

In order to ensure the increasing demands on the performance and high availability of the complex IT infrastructure in the future, SWM needed a central, modern event management platform that integrated all relevant source systems, consolidated all event messages and thus enabled 360-degree economic and active monitoring via modern dashboards. USU won the tender with the most efficient overall offer.

More and more integrated systems

The project began with an inventory of the old system landscape and the design of the new target infrastructure. Previously, there were only three supplier systems for the existing monitoring application – SCOM, Centreon and Orchestrator – as well as a number of isolated, non-integrated monitoring tools such as Oracle Enterprise Manager, SAP SolMan and WhatsApp Gold. In future, USU IT Monitoring was to act as an "umbrella", i.e. as a new central platform for all events relating to Windows, Linux, SAP, network issues, etc. As a result, the project team consolidated the various systems and messages and eliminated superfluous process steps. Parallel to the implementation of the system, the development new interfaces and thus the successive connection to the central event solution. For example, messages from WhatApp Gold were previously sent directly to the on-call service – now the event information is processed centrally. The integration of cloud applications such as Azure is also important. The integration of on-call duty planning, which was previously carried out using Excel spreadsheets, and the alerting paths also made things much easier.

Everything in the green zone

With the central event platform, the system administrators and IT managers at SWM now have the holistic information transparency they need to monitor the physical and virtual resources of their hybrid infrastructure in real time and automatically. A total of around 55,000 incidents are created and processed each year. For example, the monitoring solution automatically receives a message when patches are rolled out by the integrated SCCM system responsible for configuration management – so that no alarms are sent for the defined period. Conversely, the system then checks whether the corresponding services are running again after the server update.

The USU solution thus serves as a central data hub for all source systems and other monitoring tools. Numerous dashboards and reports facilitate the overview.

In the event of a fault, the integrated alarm functions ensure rapid troubleshooting via various channels, e.g. the alarm app.

In practice, positive effects can be seen in two areas in particular: operating and system maintenance costs are reduced, and the risk of system failures and compliance violations is minimized.

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