# CASE STUDY
# KPMG

KPMG has over 4,000 employees in 15 locations around the world. They have a massive IT infrastructure that needs to be monitored at all times. The company tried several different solutions to monitor its systems, but either got alerts that didn't tell them the root source of the problem, or were so overwhelmed by minor alerts that they often missed large problems. Since they incorporated Martello's dashboards into their system, they can now see problems in a matter of seconds, making them able to prioritize and solve issues before they affect the end user.

## The Challenge

With such a large infrastructure, KPMG was experiencing multiple problems on any given day. With the team only becoming aware of outages when notified by end users, these problems persisted.

They migrated to System Center Operations Manager (SCOM) which was better at detecting problems, but provided too many alerts. There was no easy way for the IT staff to determine the relative severity of the alerts. They needed a way to put problems in perspective and quickly address those that would affect end users.

## The Solution

Within 15 minutes of installing the dashboards, the company's IT department had a clear view of the status of their entire IT infrastructure, with context-aware maps displaying real problems in real time.

> "We never had an effective overall perspective before. We had to create it in our heads from all the detail. Plus, the ability to drill-down from map to map, all the way to a single node, is priceless. The solution has paid for itself several times already. Anyone with an investment in OpsMgr should consider it. And once you have it, you'll wonder how you ever managed a network without it. This product is exactly what I was looking for."
>
> **Erik van den Broek, Deputy CIO**

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## The Result

The IT staff at KPMG are aware of problems as they happen and can instantly determine the severity. Since the display is completely visual and intuitive, even junior members of the IT staff who would not be able to decode a complex, technical alert can understand and prioritize a problem. Not only are problems solved before they affect the end users, but the entire IT staff can monitor the entire system accurately, and in real time.

## Conclusion

Using Martello's solution helped KPMG manage a large, global IT infrastructure system that had, until then, been so unwieldy that major problems were often missed, or caught so late that they had affected the end-user experience.

## About Martello

Founded in 2009, Martello Technologies is headquartered in Ottawa, Canada with staff in Canada, the Netherlands, the United States and France. We offer solutions that deliver confidence in the performance of real-time services on cloud and enterprise networks. Our products include unified communications (UC) performance management software and IT systems visualization software.

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