



Charles University in Prague 1st Faculty of Medicine

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Czech Republic

www.lf1.cuni.cz/en

Activity sector:
Education

Date of implementation:
From December 2012
until January 2013

Volumetric and nature of the concerned systems:

Number of services: 550
Number of hosts: 120
(Cisco technology)



With the implementation of Centreon Enterprise Server, the time needed for the analysis of the infrastructure problems has been significantly reduced.

The University Challenge

The 1st Faculty of Medicine at Charles University in Prague is the largest educational medical institution in the Czech Republic. It has a very long tradition since it was created in the 14th century. The faculty counts approximately 5000 students educated by a thousand academic employees. With the rising demands for IT technologies usage during the educational process and the need for high availability IT services, the monitoring has become one of the key elements of the Faculty IT infrastructure. Indeed the IT infrastructure monitoring helps minimising the failures, the outages but also reducing the Recovery Time Objective. This service that was provided with the Open Source system Nagios became insufficient in some situations and needed more features, which were offered in Centreon Enterprise Server and Centreon Map. Therefore the Faculty decided to implement a new solution, which will meet the current but also the future needs of their large IT infrastructure. At the same time, the Faculty expected this new solution to offer a simplification of the problems and failures analysis and an improvement of the information about actual conditions of the IT infrastructure for both the Faculty IT employees and the customers of their services.

It's the company **CDC Data** who was selected to conduct this project.

About CDC Data

The CDC Data s.r.o. company specializes in system integration for IT infrastructure with an emphasis on providing high-quality services. CDC counts over 50 employees and with its 6 affiliates the company covers services across Czech Republic. The scope of the company covers services as Monitoring solutions, IT Outsourcing, Virtualization, IT Security, Storage Systems, Enterprise Printing and Networking Solutions and many more. Among the most important business partners belongs Microsoft, Cisco, Fujitsu Technology Solutions, HP, VMware, Citrix, Enterasys. CDC has an individual approach for each of its customers in order to perfectly cover their needs with optimal solutions and high quality flexible services.

CDC Data is a Centreon SILVER Partner.

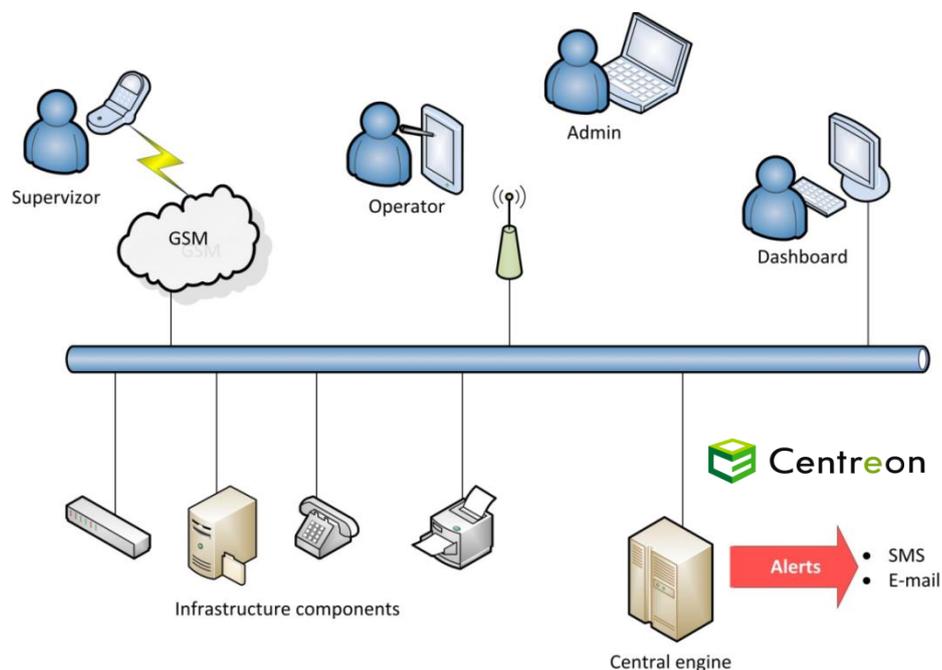
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The CDC Data Solution

During the design of the solution, it was important to consider the current conditions in order to maximize the actual experiences with Nagios. It's **Centreon Enterprise Server Standard** of the editor Merethis that has been chosen for its compatibility with Nagios but also because it brings the main features needed in large organizations. All information contained in Nagios must be kept and migrated in the new system. The **Centreon Map** module, which was also implemented, interactively displays the geographic layout of the IT infrastructure and provides a central management. This mapping tool which is visual also provides an easy access at the monitoring system to the less trained employees. The solution designed includes the usage of a virtualized server platform, which can cover all demands for both high availability and disaster recovery solutions. The redundant GSM gateway has also been used, as it secures the communication with operators in case of massive infrastructure failure, when the communication lines are inaccessible. Global view of the customer's network was used as a main view on the central monitoring display, which shows the current state of IT infrastructure. This setup has also another feature of alert control and its tuning.



Picture: The new IT monitoring Faculty architecture

The Customer Experience

By implementing **Centreon**, we have received the effective monitoring system, which solves the people substitution problem and different access levels that is important for our 24x7 operation. The time needed for the analysis of our infrastructure problems has been significantly reduced. With **Centreon** we are now able to cover all of the failure scenarios and respond flexibly. The interactive maps enable us to take a very fast orientation in case of problem. Thanks to its scalability, we are able to see particular events in a global context. We are satisfied with **CDC Data** cooperation, because from the preliminary phase, the project was managed according to the given schedule. We appreciate the professional level, which was presented during both the design and the realisation but also during the following administration of the whole solution.

*Petr Hubal, Network Administration
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