

End-to-End Monitoring of VMware Infrastructure Supports 24/7 Steel Production

"We don't have to switch to another console to monitor our virtual infrastructure because the Veeam nworks Management Pack supports a centralized monitoring approach using Microsoft System Center Operations Manager."

— Roy Braad
IT Coordinator
ArcelorMittal Bremen

SUMMARY



Company

ArcelorMittal is the largest steel company in the world, with approximately 310,000 employees. ArcelorMittal Bremen GmbH, its German subsidiary, employs approximately 3,500 people in the integrated steel and iron works industry and produces about 3 million tons of steel a year. Most of ArcelorMittal's clients come from the automotive industry and its suppliers.

Challenge

Monitor the VMware infrastructure using Microsoft System Center Operations Manager without introducing a new or separate framework into the environment

Solution

Veeam nworks Management Pack for VMware

Results

- Leverages previous investment in Microsoft System Center Operations Manager
- Ensures easy installation and configuration
- Drills down to particular virtual machines to solve problems before they become critical
- Provides more than 300 VMware-specific metrics
- Requires no separate console for monitoring VMware infrastructure

The Business Challenge

The main goal of the IT team at ArcelorMittal Bremen is to support the 24/7 production of steel. One of the ways team members achieve this goal is through virtualization. In addition to ensuring high availability of servers that run factory production and order processing systems, virtualization also reduces hardware costs and provides green IT.

In the administration and production departments of the Bremen factory, several hundred servers and more than 2,000 clients are in use. The virtualized environment includes two ESX clusters. One cluster has two hosts for testing and developing .NET applications. The second cluster has 10 ESX hosts for the production environment.

Another way the IT team supports the uninterrupted production of steel is by thoroughly monitoring the infrastructure (both physical and virtual) for potential problems. Indeed, ArcelorMittal had already made a substantial investment in Microsoft System Center Operations Manager beginning in 2007, but without visibility to detailed metrics on the virtual portion of its infrastructure, the value of Operations Manager was limited to physical systems.

Roy Braad, IT Coordinator for ArcelorMittal Bremen, said he and his colleagues began searching for a VMware monitoring solution that would leverage their previous investment in Microsoft System Center Operations Manager, was easy to install and configure, and didn't require a separate monitoring console.

The Veeam Solution

After evaluating several products, the IT team chose the nworks Management Pack from Veeam for several reasons.

First, it proved its worth during the evaluation period. "Not only did the Management Pack leverage our previous investment, but because it has VMware-specific intelligence built into it, it was easy to install and configure," Roy explained. "In addition, it immediately recognized a memory problem on a virtual server that hosts application testing and development. We knew there was a problem, but the nworks tool showed us what was causing it."

The Veeam nworks Management Pack enables the ArcelorMittal IT team to drill down to a particular virtual machine to analyze and solve problems before they affect steel production. "This particular problem was unrecognizable until we installed the Management Pack," Roy added.

Second, because it is a rich, stable, and mature product, the nworks Management Pack provides more VMware metrics than competing products. That means ArcelorMittal has complete end-to-end monitoring—from the cluster, to the ESX host, to the virtual machine, to the applications running within the virtual server. "We see much more information with the nworks Management Pack," Roy said.

Third, the Veeam nworks Management Pack lets the IT team monitor both physical and virtual infrastructures on one console. "We don't have to switch to another framework

to view the results," Roy said. "That's a big benefit. A lot of vendors offer separate frameworks, different message formats, and lots of events and alerts. Veeam supports the single, common management console we've already committed to. It is obvious that Veeam's close partnerships with Microsoft and VMware definitely benefit the end user."

The Results

Leverages previous investment in Microsoft System Center Operations Manager -

Since ArcelorMittal had already made a substantial investment in Microsoft System Center Operations Manager, the Veeam nworks Management Pack was the clear choice for monitoring the VMware environment because it seamlessly integrates with Operations Manager. Therefore, it helps provide end-to-end monitoring of the IT entire infrastructure.

Ensures easy installation and configuration - Approximately five to 10 people in the company's IT department already use Microsoft System Center Operations Manager on a daily basis; therefore, it would have been a waste of time and money to train them on a second console just for VMware.

Roy said the Veeam nworks Management Pack is so easy to use that it requires very little training. "Once you understand Microsoft Operations Manager, the Management Pack is simple and straightforward. All it took was a little training on the Management Pack within the Microsoft Operations Manager environment they already knew."

Drills down to particular virtual machines to solve problems before they become critical

- One way the IT Team supports the 24/7 production of steel is by thoroughly monitoring the IT infrastructure. The Veeam nworks Management Pack enables them to drill down to particular virtual machines to solve problems before they become critical to production.

Provides more than 300 VMware-specific metrics

- The Veeam nworks Management Pack allows for out-of-the-box monitoring with more than 300 VMware-specific metrics, properties, and events.

Requires no separate console for monitoring VMware infrastructure

- Roy said one of the biggest benefits of the Veeam nworks Management Pack is that his team doesn't have to switch to another console to monitor the virtual infrastructure. Instead, the Management Pack supports the single, common console they already have, providing end-to-end monitoring.

About Veeam Software

Veeam Software, a premier-level VMware Technology Alliance Partner and member of the VMware Ready Management program, provides innovative software for managing VMware vSphere 4 and Virtual Infrastructure 3. Veeam offers an award-winning suite of tools to assist the VMware administrator, including #1 for [VMware backup](#): Veeam Backup & Replication; Veeam Reporter Enterprise, for [VMware performance, storage, capacity reporting](#) and chargeback; Veeam Monitor, for [VMware performance monitoring and alerting](#) across multiple vCenters; [Veeam Configurator](#), offering complete host configuration management; and Veeam Business View, a free add-on that works with other Veeam products to [provide business categorization for the VMware vSphere environment](#). With its acquisition of nworks, Veeam's products include the [nworks Smart Plug-in](#) and the [nworks Management Pack](#) that incorporate VMware data into enterprise management consoles from HP and Microsoft. [Learn more about Veeam Software by visiting \[www.veeam.com\]\(http://www.veeam.com\).](#)

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