BTC IT Services

Leading IT service provider BTC centralizes IT-monitoring with Icinga

BTC Group, one of Germany's leading IT service providers, encountered increasing difficulties as its IT landscape expanded alongside its growing client base. The transition from Nagios to Icinga proved to be a game changer, enabling the company to build a unified and centralized monitoring system that effectively addressed their scaling needs and streamlined IT operations.

BTC

BTC Group is one of Germany's leading IT service providers, specializing in IT outsourcing and cloud solutions. Founded in 2000, the company generates an annual revenue of over €300 million and employs more than 2,500 professionals. Serving a large number of clients across diverse industries, BTC offers a comprehensive range of IT management services, including infrastructure, databases, and application support.

The Challenge

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> We had multiple Nagios environments, separated for different clients, and it was clear this approach couldn't scale.

Max Stephan
System Manager
Managed Platform Services
BTC IT Services

With its client base on the rise, BTC AG found itself grappling with the challenges of a rapidly growing IT ecosystem. Using Nagios as their primary monitoring solution, BTC faced fragmented systems that lacked centralization. The introduction of vendor-specific tools, such as SAP Solution Manager, Oracle Enterprise Manager, and Microsoft monitoring tools, further complicated the ecosystem.

BTC needed to ensure compliance with strict SLAs while maintaining flexibility for clients with unique requirements. However, achieving this with a patchwork of monitoring tools was becoming unmanageable. "Each vendor tool had its strengths, but none could provide a complete picture across all our systems," System Manger Max Stephan explains. The company required a centralized, scalable monitoring solution that could integrate with its existing tools and streamline its operations through automation.
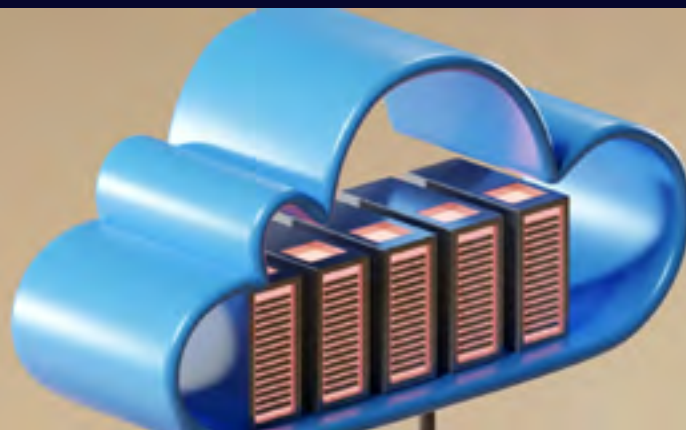
The Solution

In 2011, BTC AG decided to transition to Icinga as their centralized monitoring solution. The decision stemmed from Icinga's ability to unify diverse monitoring environments under a single, scalable platform. "We needed a tool that could act as a central hub, providing a comprehensive overview while integrating with specialized vendor tools," says Stephan.

BTC began by consolidating its multiple Nagios instances into a single Icinga Master instance. For larger clients with more complex requirements, satellite nodes were deployed to provide localized monitoring while maintaining secure data separation. This architecture allowed BTC to meet client-specific demands without compromising the overall integrity of the system.

One of the key advantages of Icinga was its integration with BTC's Configuration Management Database (CMDB). All monitored objects, from servers to applications, were tracked in the CMDB. "We developed a seamless workflow where monitoring configurations are automatically synced from the CMDB to Icinga every hour," Stephan explains. This integration allowed BTC to automate the provisioning of monitoring objects, significantly reducing manual workload. "If a server isn't in the CMDB, it doesn't exist in our monitoring – this ensures complete consistency," adds Malte Hoffmann, another system manager of BTC's monitoring team.

Icinga Director played a central role in managing the dynamic requirements of BTC's clients. "Director has been a game changer for us," Stephan states. "It lets us define standardized monitoring classes while remaining flexible enough to adapt to client-specific needs. This balance is critical in our environment." BTC also leveraged integrations with Grafana for performance visualization and external ticketing systems to streamline issue tracking. For larger clients, dedicated dashboards were deployed on satellite nodes, offering secure, tailored views of their systems.
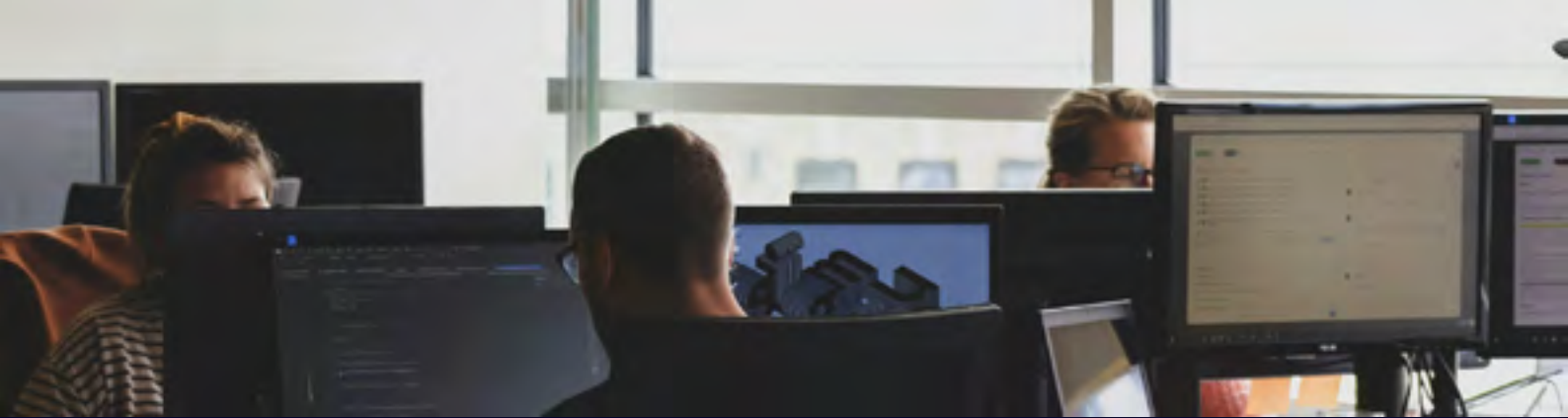
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Success

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> We've moved from a fragmented setup to a fully centralized monitoring system, and the impact has been tremendous.

Max Stephan
System Manager
Managed Platform Services
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The implementation of Icinga brought transformative improvements to BTC AG's monitoring capabilities. Today, the centralized monitoring system manages an impressive 18,100 hosts and 123,000 services across BTC's client base. "The scalability and flexibility of Icinga have allowed BTC to operate efficiently in a highly dynamic environment.," Stephan remarks.

Automation through Icinga Director has drastically reduced manual effort, allowing the team to focus on higher-value tasks. "Thanks to Director and the integration with our CMDB, we can easily adapt to new client requirements without compromising on standardization," says Stephan. This adaptability has proven essential, especially as each client brings unique challenges. "Every client has different systems, ideas, and monitoring needs – Icinga gives us the tools to meet those demands efficiently," Hoffmann adds.

Customer satisfaction has also seen significant improvements. Larger clients benefit from real-time access to tailored dashboards on satellite nodes, allowing them to monitor their environments directly. Meanwhile, smaller clients rely on BTC's monthly reports, trusting the team's expertise to keep their systems running smoothly. "For many clients, it's less about the technical details and more about knowing that we're monitoring everything and reacting promptly to issues," Stephan explains.

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Icinga supports both internal teams and external clients, making it indispensable for our operations.

Max Stephan
System Manager
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BTC's success with Icinga has also been recognized internally. The monitoring team now operates more efficiently, with a consistent and scalable framework in place. "Icinga has become our central enterprise monitoring environment," Stephan says. "It supports both internal teams and external clients, making it indispensable for our operations."

Looking ahead, BTC remains open to exploring new Icinga features and modules to further enhance its capabilities. "We continually keep an eye on the latest developments to see what can add value," Stephan notes. However, with their current setup, BTC is confident in its ability to adapt to future challenges. "Our centralized system has provided a solid foundation for growth, and we're ready to take on whatever comes next," concludes Hoffmann.

By adopting Icinga, BTC AG has transformed its monitoring operations into a strategic advantage, delivering reliable, tailored solutions to a diverse client base while maintaining operational excellence.

Outcomes

- ☑ Improved Centralization

- ☑ Monitoring 18,100 hosts and 123,000 services

- ☑ Automation and Reduced Manual Workload

- ☑ Enhanced Flexibility to Meet Client-Specific Needs

- ☑ Scalability and Operational Reliability

- ☑ Customization for Unique Client Requirements

- ☑ Greater Customer Satisfaction

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Please get into contact with us at:

info@icinga.com

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About Icinga

Icinga is a comprehensive open source monitoring solution that integrates easily in existing infrastructures and is unbeatable in configuration possibilities, automation and scaling. Monitor private, public, or hybrid clouds. For more information, visit icinga.com

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