

Coleman Technologies Deploys Zenoss for Service Providers to Monitor and Manage Global IT Infrastructure

Zenoss' Flexibility Enables Managed Services Provider to Develop and Deliver Differentiated Services to its Customers

2008/06/10 - Press Release

ANNAPOLIS, MD, JUNE 10, 2008 – Zenoss Inc., a leading provider of commercial open source network, systems and applications management software, today announced that Coleman Technologies has deployed Zenoss for Service Providers to monitor and manage the networks, servers and end-user application performance for its managed services offering.

Coleman Technologies provides managed IT and systems engineering services to its customers. With its highly technical staff, Coleman Technologies prides itself on understanding companies' unique challenges and developing specialized solutions to meet them. After using Silverback's IT management solution for two years, Coleman Technologies was eager to find a more flexible solution that would not only be easier to use, but also enable them to develop more specialized services to its customers. After an exhaustive vendor evaluation and pilot, Coleman Technologies selected Zenoss for Service Providers.

"Our logic for moving to Zenoss has been validated at every turn," said Dave Winter, manager, managed services at Coleman Technologies. "It has strong out of the box functionality and enables us to easily monitor and manage diverse heterogeneous IT environments. More importantly, leveraging Zenoss' open flexibility, we've been able to develop and offer specialized services to our customers, ultimately differentiating us from our competition."

As a first step in its deployment, Coleman Technologies used Zenoss' discovery to detect and catalog all of its managed service devices. It then assigned monitoring rules to device type families which significantly accelerated the Zenoss deployment and enables Coleman to logically monitor and manage each customer environment individually or monitor by device family and type.

Zenoss' agentless technology also enables Coleman to monitor remote devices without the need for plug-ins.

Through a centralized dashboard, the Coleman team monitors its diverse customer environments and receives alerts notifying them of potential issues. Its staff then uses Zenoss' event logs to quickly identify root causes and remediate issues. The result is more efficient operations and more satisfied customers.

"Coleman's environment was a perfect fit for our service provider offering," said Bill Karpovich, CEO and Co-Founder of Zenoss. "Zenoss for Service Providers was designed to be easy to use, affordable and flexible enough to respond to the changing demands of a broad customer base, which xSPs like Coleman technologies certainly have."

Organizations interested in learning more about Zenoss for Service Providers should visit <http://www.zenoss.com/product/service-providers>.

About Zenoss, Inc.

Zenoss Inc. delivers open source IT management solutions to organizations across the globe. Flagship product Zenoss Core is a complete network monitoring and systems management platform that discovers networked IT resources, monitors them for performance and availability, and tracks changes through a configuration management database (CMDB). One of the ten most active projects on SourceForge.Net, Zenoss software was downloaded over 350,000 times in 2007. Recent product accolades include Network World's Clear Choice Award, Enterprise Open Source Magazine Readers' Choice Award, and a nomination for Best Technical Design in the SourceForge 2007 Community Choice Awards. Zenoss' customers include some of the world's largest corporations as well as Federal and State government agencies. Zenoss, Inc. is privately held and headquartered in Annapolis, MD. For more information, please visit www.zenoss.com.