

# Sonda



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Eduardo Sandoval, Managing Director, Sonda



## Background

Sonda, a leading data center provider in Costa Rica, provides managed services to medium and large enterprises with 60% of income generated from public sector clients.

## Business Challenges

All customers have an SLA that specifies response times for critical incidents. However a reliance on basic email as the channel for communicating faults led to situations where IT engineers did not always receive timely notifications. This could potentially impact service availability which in turn would harm Sonda's reputation for customer service. Sonda needed a more reliable method of alerting IT engineers to issues that might interrupt service availability.

## Derdack product that was selected

Following a successful proof of concept project, Sonda has deployed Enterprise Alert® at the heart of its managed service offering.

## How/where the product was deployed

Sonda deeply embedded Enterprise Alert® into the data center providing critical IT infrastructure for its largest client and long-term customer, Caja Costarricense del Seguro Social, the Costa Rican Department

of Social Security. Thanks to the plug & play HP Openview integration and general ease of use of the software, the project went live within just two weeks.

The enterprise notification software is integrated with HP Openview and Sonda's in-house Service Desk incident management system. If HP Openview detects an event such as a potential hard disk failure, an alert is sent to the notification software which intelligently filters alerts, prioritizes and sends them to the relevant service teams to ensure that critical notifications have the highest visibility.

Enterprise Alert® automatically sends alerts via SMS text message to Sonda's 20 engineers, who are organized into on-call teams that are responsible for hardware, software and communications, according to staff availability and shift patterns. Enterprise Alert®'s closed-loop notifications has introduced new alert handling procedures as engineers are now required to acknowledge alerts by return SMS text message. The acknowledgement leads to increased transparency in the incident handling workflow.

The data center operator is still discovering the rich functionality within Enterprise Alert®. It plans to use many additional features including smartphone push notifications and connectors for Microsoft System Center Operations Manager and other monitoring systems.

## Client

Sonda, Costa Rica

## Industry

Data Center

## Business challenge

- Meet SLA commitments
- Eliminate reliance on email notification
- Enhance notification workflow functionality for HP Openview

## Business benefits

- Improve customer service
- Enhance service offering
- Maintain high levels of service availability

## Learn more

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### What business benefits has the client enjoyed as a result

Eduardo Sandoval, Managing Director, Sonda said, "We chose Enterprise Alert® as it has seamless integration with our IT monitoring system HP Openview which is also widely used by our customers and it offered Unified Communications. Derdack has established data center references and we have been very pleased with the way it has enabled us to apply industry best practices to meet the response times defined in the SLA and provide an agile support service."

"It has enabled us to react faster to critical incidents that occur within the customer's IT infrastructure. An additional benefit is that the delivery tracking capabilities allow us to efficiently manage incident reporting," said Allan Obando, Service Manager at Sonda.

Sonda is now able to proactively take action to prevent any events from leading to downtime for the customer. In many cases the customer is not even aware that a potential problem existed until they are notified by Sonda of the action that has been taken, such as arranging to replace a failing hard disk.

Mr Obando stated, "Derdack has provided a very professional service from start to finish. Enterprise Alert® provide effective

alarm management and our engineers also prefer using the software."

"Our customers expect a very fast response and Derdack's product gives us the ability to deliver this. We operate in a competitive market and Enterprise Alert® allows us to add significant value to our data center offering, which is crucial in attracting new business whilst increasing satisfaction and loyalty for existing customers," said Mr Sandoval. "I can't see how we could work without Enterprise Alert® now. I would recommend it to other data center operators who need an enterprise notification solution to enhance the functionality of traditional IT monitoring systems such as HP Openview."

Matthes Derdack, Managing Director of Derdack concluded, "Enterprise Alert® was designed to enable rapid and reliable alert notifications even if traditional communication channels such as email are affected. It is perfectly suited to the high availability requirements of a data center where incidents have to be dealt with before they impact on critical service availability."

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