

CASE STUDY

UMB AG



INDUSTRY

IT

BUSINESS NEED

A monitoring tool that was quick to deploy and would efficiently provide infrastructure insights, integrate seamlessly into existing operations, and keep pace with cloud advancements, enabling the ability to deliver top-tier services to their clients.

How UMB AG achieved streamlined cloud monitoring and enhanced customer service with LogicMonitor

UMB, pioneering cloud solutions in Switzerland

UMB is a system integrator in Switzerland, delivering a vast array of IT solutions, spanning infrastructure services, to software development, to data engineering. With approximately one thousand dedicated employees, UMB serves mid-sized to enterprise businesses internationally. With their focus on multi-cloud solutions and proactive monitoring, they are able to significantly enhance operational efficiency for their clients. The company's commitment to innovation and customer-centric approaches solidifies its position as a preferred workplace in Europe.

The quest for a cutting-edge monitoring solution

In the rapidly evolving multi-cloud ecosystem, UMB faced significant challenges in keeping its monitoring solutions running with the constant influx of new services and technologies. The team's pursuit of a solution that could replace the previous system for cloud monitoring and quickly adapt to the changing landscape without requiring significant investment in development led them to LogicMonitor.

“ We needed a solution for monitoring cloud services that provided insights to our customers and let us focus on our core offering that our reputation is built on — providing operational excellence in IT services.”
– Andreas Reisinger, Product Owner, UMB

The primary objective was to find a monitoring tool that was quick to deploy and efficient in providing comprehensive insights into the infrastructure, enabling UMB to focus on their core offering—operational excellence in IT services. UMB required a tool that would keep pace with cloud advancements from AWS and Azure and integrate seamlessly into their existing operations, enhancing their ability to deliver top-tier services to their clients.

This sentiment reflects the broader industry need for scalable, efficient monitoring solutions that can adapt to rapid technological changes.

To meet these challenges, UMB sought to:

- Implement a monitoring solution that could seamlessly integrate with cloud services and applications, offering real-time insights and proactive management capabilities
- Ensure the user-friendly monitoring tool facilitates easy onboarding and adoption across their technical teams
- Leverage a solution to support their multilayered IT infrastructure, encompassing everything from traditional data centers to public cloud environments

Choosing LogicMonitor stood out as a pivotal decision for UMB, marked by the platform's ease of onboarding and its intrinsic understanding of infrastructure needs. LogicMonitor's ability to provide immediate, actionable insights into the infrastructure directly from the platform significantly reduced the time and effort required for monitoring setup and adjustments. This aspect of LogicMonitor was particularly appealing to UMB, given its extensive focus on infrastructure services.

Reaping the benefits of proactive monitoring

UMB successfully implemented a proactive monitoring strategy with LogicMonitor via a deal facilitated by the AWS marketplace, enabling early detection of potential issues before escalation. This forward-thinking approach has resulted in more reliable services for their clients, with the ability to anticipate and mitigate downtime effectively. Furthermore, the integration of LogicMonitor with other IT management tools like ServiceNow has facilitated a seamless operational workflow, allowing UMB to maintain high service levels and meet their SLAs consistently.

This capacity to predict and respond to potential disruptions has significantly enhanced UMB's operational efficiency.

“ Seeing what's coming in the future allows us to react proactively”

– Andreas Reisinger, Product Owner, UMB

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By leveraging LogicMonitor's forecasting and proactive alerts, we can now address capacity issues before they impact customer services.”

Andrea Reisinger

Product Owner, UMB

Underscoring the value of LogicMonitor in transforming their monitoring practices. This strategic foresight has bolstered UMB's infrastructure resilience and solidified its commitment to delivering unparalleled customer service. In many of our public cloud projects, the transparency of our service landscape has increased significantly. Thanks to LogicMonitor, not only has performance monitoring become seamless, but we have also gained a centralized view of all migrated resources, enabling more effective management and maintenance.

Client-centric improvements and future plans

UMB's partnership with LogicMonitor has not only optimized their internal operations, but also provided tangible benefits to their clients. By leveraging LogicMonitor's advanced monitoring capabilities, UMB can offer more reliable and efficient services, thereby enhancing client satisfaction.

Looking ahead, UMB plans to expand the use of LogicMonitor across more departments, further integrating it into their IT ecosystem. This expansion includes exploring LogicMonitor's features like cost monitoring and advanced analytics to provide even more value to their clients. Additionally, UMB aims to harness LogicMonitor for deeper insights into cloud usage and costs, ensuring more strategic resource allocation and improving overall service delivery efficiency.

A partnership built on innovation and support

One of the most significant aspects of UMB's relationship with LogicMonitor is the collaborative environment fostered by both parties. UMB appreciates LogicMonitor's responsiveness and openness to customer feedback, which has been instrumental in refining and enhancing the monitoring solution to better meet UMB's needs. This partnership approach has been crucial in ensuring that the solutions provided by LogicMonitor continue to evolve in alignment with UMB's strategic objectives and client requirements.

“ The easy onboarding and immediate visibility into our infrastructure with LogicMonitor is a game-changer for us.”

– Andreas Reisinger, Product Owner, UMB

About UMB

We believe that time is one of the most valuable resources in the world. Complexity devours time. We aim to liberate it by simplifying life. We generate time through intelligent solutions. Time for bold ideas and innovations to maintain a balance between prosperity, health, development, and the environment. As the best employer, we inspire generations.

We are experts in digitalization and will accelerate your company's progress. With our leading-edge expertise in the areas of Business Advisor, AI & Data Scientist, Network Connector, Platform Builder, Security Angel, Cloud Master, New Work Genius, Communication Champ and SAP Wizard, we serve our customers in an inspiring, simple, and engaging way.

Multiple times we have been honored as the best employer in Switzerland, and we are the best employer in Europe. Young talents and seasoned leaders, you are always welcome to join us in “the art of creating time”.

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