

CASE STUDY

Hain Celestial Group

**INDUSTRY**

Manufacturing

BUSINESS NEED

Proactive, reliable monitoring and faster access to vital data; shared access so various teams could receive relevant alerts, streamline response times and adhere to SLAs

How Hain Celestial Group reduced monthly IT expenditures by over 60% with Azure and LogicMonitor

Hain pioneers healthier living through technology.

Hain Celestial Group, marking its 30th anniversary, embodies a dynamic conglomerate of over 20 brands dedicated to organic, healthy foods and personal care items. They are a leading advocate for wellness and sustainable living, with an emphasis on healthy snacking, tea, personal care, and baby products in North America. They also offer unique products like meat alternatives in Europe and the UK.

Hain believes that health transcends borders, and offers consumers a choice for a better, healthier lifestyle globally. This diverse product range underscores Hain's mission to lead and innovate in the ever-evolving health-conscious market. However, the technological backbone supporting this vast array of products required an overhaul.

Scott LaPaglia, Senior Systems Administrator at Hain, plays a critical role in maintaining the smooth functioning of their IT infrastructure. His primary goal is to preemptively address issues before they impact the business – a goal that aligns perfectly with LogicMonitor's mission.

Navigating challenges in IT monitoring

Hain was facing significant challenges with their prior monitoring solution. The system was not well understood by the team, and professional engagements to improve the situation had limited success.

"It scares me how much we didn't know prior to LogicMonitor," said Scott LaPaglia, Senior Systems Administrator, Hain Celestial Group.

LaPaglia vividly recalls the previous monitoring system's unreliability, where alerts were often inconsistent and uninformative, leading to uncertainty and inefficiency. The previous platform was cumbersome, particularly during critical situations like server outages. The slow response times in accessing vital data exacerbated challenges, hindering effective problem resolution and leading to manufacturing downtime.

To enhance their IT infrastructure and meet evolving technological needs, Hain Celestial Group defined a specific set of criteria for their new monitoring system:

- Seek a SaaS platform for comprehensive network monitoring
- Require cross-platform data storage capabilities
- Ensure compatibility with various operating systems and devices
- Implement a solution to manage a wide range of hardware, including virtual machines, physical servers, and printers and other peripherals

This strategic approach in choosing their IT monitoring solution was crucial in ensuring that the selected system could seamlessly integrate with their existing infrastructure and support their diverse technological ecosystem.

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Scott LaPaglia
Senior Systems Administrator,
Hain Celestial Group

Pursuing detailed insights to identify and resolve issues

Introducing LogicMonitor into Hain's IT infrastructure marked a significant turning point. The platform's ability to provide rapid, detailed insights allowed the team to swiftly locate and resolve critical issues.

“By quickly pulling data points out of LogicMonitor, we could find the correlating events inside our Hypervisor within minutes. I think the whole process took us half an hour to figure out, and then another half hour to prove out, and then we knew exactly what was causing the issue. We knew what vendor to go to and what avenue to start looking at to stop this from happening.”

– Scott LaPaglia, Senior Systems Administrator, Hain Celestial Group

The platform's versatility in handling complex data combined with the user-friendly interface significantly reduced troubleshooting time. Its comprehensive data storage capabilities allowed for proactive management of potential issues, such as outages of servers containing metrics, logs and performance data due to full hard drives.

The business impact of server outages can be catastrophic, causing major disruptions to daily operations and leading to potential loss of revenue. With LogicMonitor in place, Scott and Hain have been able to avoid any high-priority incidents.

“One of the biggest things we've been able to do with the platform is share it with others like the applications team and third-party platforms empowering us to hit our to Service Level Agreements (SLAs),” explained Scott LaPaglia, Senior Systems Administrator, Hain Celestial Group.

The transformative effect of LogicMonitor on Hain's IT operations was not just limited to technical aspects. It facilitated greater agility and responsiveness within the organization. The platform's shared access feature allowed various teams, including the applications team and third-party platforms, to directly receive relevant alerts, streamlining response times and adhering to SLAs.

Achieving over 60% cost savings in monthly IT expenses

Hain Celestial Group's adoption of LogicMonitor's cloud monitoring capabilities has been a financial game-changer. Integrating historical financial data, Amazon CloudWatch data, business metrics, and data from other Azure applications, it has delivered real-time visibility into its IT infrastructure.

They've unlocked enhanced visibility into their system of records, monthly IT spending, underutilized resources, overages, and a general understanding of the allocation and expenditure of funds within the company. This has led to spend analysis and has yielded over 60% in cost savings.

Moreover, LogicMonitor's logging capabilities have revolutionized their troubleshooting process, turning complex multi-call issues into efficient single-call resolutions. This efficiency uplift has been a key factor in enhancing the organization's agility from an IT standpoint.

"We're more agile as an organization from an IT perspective because of LogicMonitor," said Ashton Mellott, Information Technology Operations Manager, Hain Celestial Group.

LaPaglia further underscored LogicMonitor's impact, emphasizing the simplicity of creating tailored dashboards. These dashboards offer immediate insights into vital metrics like server disk space and streamlining resource management.

The availability and clarity of data provided by LogicMonitor are pivotal in facilitating strategic decisions, ensuring efficient resource utilization, and fostering a culture of proactive IT management. This strategic advantage has not only optimized IT operations, but also contributed to the broader organizational goal of maintaining sustainable and cost-effective business practices.

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Ashton Mellott
Information Technology
Operations Manager,
Hain Celestial Group

Expanding future horizons with LogicMonitor

Looking ahead, Hain plans to further leverage LogicMonitor to capture operational expense information and standardize monitoring across the global organization. The aim is to bring in more data for enhanced insight and make full use of the platform's logging capabilities. This ongoing commitment to growing and refining their monitoring capabilities underscores the value that LogicMonitor has brought to Hain.

Ashton Mellott, reflecting on the journey with LogicMonitor, asserted, "With the work Scott has done and the help of LogicMonitor, we are a much better organization."

This sentiment encapsulates the profound impact that LogicMonitor, along with Scott LaPaglia, has had on Hain, not just in terms of IT efficiency, but as a catalyst for organizational growth and innovation.

Hain's experience with LogicMonitor highlights the transformative power of the right IT infrastructure monitoring solution. By overcoming the challenges of their previous system, Hain has enhanced its IT efficiency and reliability and positioned itself for continued innovation and growth.

LogicMonitor's impact goes beyond technical improvements. It has become a strategic partner in Hain's journey towards operational excellence and better service delivery.