



Implementation of Infrastructure and OXI Monitoring solution

Client is a premium hotel chain with hotels located across the globe

The client proposed for monitoring the Network and Server infrastructure 24/7

1200+ Servers and 1500+ Network devices are being monitored

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CHALLENGE

- Unplanned outages reduce the uptime of Infrastructure availability
- Frequently messages would not flow between CRS and PMS causing customer dissonance

SOLUTION

- Identified the Servers and network devices which required for monitoring
- Setup SiteScope and NNM as a monitoring solution for server and network devices
- Identified the PMS server which required for Monitoring 24*7
- We are using OXI dashboard console for monitoring the messages between PMS and CRS to proactively identify disruptions and rectify the issue

RESULTS

- 24/7 monitoring of servers and network devices
- Ability to identify devices for CPU and Memory before it reaches the max threshold, resulting in higher availability
- High availability of PMS system uptime increasing customer satisfaction and reducing revenue loss