

# Belgium's Leader in Integrated Telecommunications Uses Veeam nworks Management Pack to Monitor Entire VMware Infrastructure

*“The Veeam nworks MP is easy to install out of the box, can be customized into highly complex environments, and is a no-brainer for large enterprise VMware deployments.”*

— **Serge Berat**  
Senior Development Engineer  
IT Networks  
Belgacom Group

## SUMMARY



### Company

Bolstered by its long-standing experience as Belgium's incumbent operator and its capacity for innovation, the Belgacom Group offers complete quadruple-play solutions integrating landline and mobile telephony, Internet, and television.

### Challenge

Monitor a large and complex VMware infrastructure with a hardware-agnostic tool that integrates with Microsoft System Center Operations Manager

### Solution

**Veeam nworks Management Pack for VMware™**

### Results

- Provides enterprise-class scalability and performance
- Ensures visibility and proactively monitors virtual infrastructure resources
- Provides global view of physical, virtual, and application worlds via a single management console

## The Business Challenge

The Belgacom Group has a massive and complex IT infrastructure. This includes more than 2,000 servers (half are virtualized) that host nearly 1,000 applications. Approximately 17,000 end users rely on the IT team to ensure operations run smoothly.

Belgacom has a multi-vendor hardware and systems management policy; therefore, the IT team needed to find a hardware-agnostic monitoring and management tool for the VMware infrastructure that also integrates with Microsoft System Center Operations Manager. Team members compared two solutions: Veeam nworks Management Pack (MP) for VMware and another product.

## The Veeam Solution

Given Belgacom's large and multi-faceted IT infrastructure, IT team members chose Veeam nworks MP for two key reasons: it is hardware-agnostic and contains the enterprise-class functionality they need, including high availability, load balancing, and a distributed, scalable architecture.

Serge Berat, Senior Development Engineer for Belgacom's IT Networks, said one feature of the nworks MP that is extremely helpful is its ability to proactively monitor virtual infrastructure resources. "It integrates visibility of essential data into Microsoft System Center Operations Manager, such as datastore disk issues around latency, contention, and free space alerts before they become a problem," he said.

Veeam nworks MP also proactively monitors Belgacom's large virtual desktop implementation (VDI). "Thanks to Veeam, we quickly discovered that an accidentally activated screensaver was consuming all CPU, causing the VDI cluster to go ballistic," he said. "Without Veeam, it would have taken us a long time to identify this problem because it was not visible on an individual level. Veeam lets us view our VDI environment as a whole entity without the use of agents via System Center Operations Manager."

Veeam nworks MP also monitors the "heart beat" of Belgacom's operating system. "We were unaware that a particular server began to reboot in the middle of the night," Serge explained. "However, Veeam sent an alert via System Center Operations Manager, and it became apparent we had an issue, so we fixed the problem and prevented any business downtime. The nworks MP, together with Microsoft System Center Operations Manager, give us a global view of our infrastructure, as well as a single pane of glass to see everything, whether it's virtual or physical. Now we have the full picture and can proactively intervene and prevent problems, which ensures business continuity.

"In a nutshell, an enterprise such as Belgacom simply must have adequate monitoring of the virtual infrastructure," he added. "By using Veeam nworks MP together with Microsoft System Center, we can see a problem coming and either prevent it from happening or take actions to reduce the impact."

## The Results

**Provides enterprise-class scalability and performance** - In addition to being agnostic from a hardware-monitoring solution perspective, the Veeam nworks MP provides continuous monitoring of Belgacom's large VMware infrastructure by integrating vCenter events, virtual machine and physical ESX host resource usage, documented vSphere configuration, and performance, state, capacity, and topology diagrams into Microsoft System Center Operations Manager.

**Ensures visibility and proactively monitors virtual infrastructure resources** - The Veeam nworks MP provides visibility of key virtual infrastructure resources, such as datastore disk issues, disk performance, and free space. In the past, it has alerted the operations team to disk latency issues before they became problems. The nworks MP also proactively monitors Belgacom's large VDI cluster. When a system-wide screensaver consumed far too many CPU resources, the operations team discovered the problem through Veeam.

**Provides global view of both physical and virtual infrastructures on a single management console** - Now the IT team can monitor the VMware infrastructure and leverage the full power of Microsoft System Center Operations Manager, enabling team members to proactively intervene and prevent problems to ensure business continuity.

## About Veeam Software

Veeam Software, a premier-level VMware Technology Alliance Partner and member of the VMware Ready Management program, provides innovative software for managing VMware vSphere 4 and Virtual Infrastructure 3. Veeam offers an award-winning suite of tools to assist the VMware administrator, including #1 for [VMware backup](#): Veeam Backup & Replication; Veeam Reporter Enterprise, for [VMware performance, storage, capacity reporting](#) and chargeback; Veeam Monitor, for [VMware performance monitoring and alerting](#) across multiple vCenters; and Veeam Business View, a free add-on that works with other Veeam products to [provide business categorization for the VMware vSphere environment](#). With its acquisition of nworks, Veeam's products include the [nworks Management Pack](#) and the [nworks Smart Plug-in](#), which incorporate VMware data into enterprise management consoles from Microsoft and HP. Learn more about Veeam Software by visiting [www.veeam.com](http://www.veeam.com).

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