

CASE STUDY

MicroStrategy Uses FortiMonitor To Enhance Its Cloud PaaS and Offset High Monitoring Costs

MicroStrategy's Cloud Operations Team

MicroStrategy's Platform-as-a-Service (PaaS) cloud solution services hundreds of customers, each with a wholly unique Azure or AWS software stack. Its use case requires monitoring to be configured at build, or orchestrated in bulk, presenting unique challenges to both its monitoring platform and its cloud operations team.

Lack of Visibility, High Costs, and Custom Metrics

With a team of more than 60 employees, and servicing more than 500 customers, MicroStrategy needed a monitoring platform that could give it granular visibility into its customer environments, as well as a single view to see everything at once. Working with CloudWatch, it received some of the granularity it needed, but it lacked a top-level view that could show its engineers all their deployments at once and its metrics were limited.

MicroStrategy also faced a significant cost to gather the many custom metrics its systems offered, which led to it looking for a platform that could give it the visibility it needed, without the added cost.

Introducing FortiMonitor

In need of multi-cloud support, MicroStrategy needed an agnostic monitoring system that could show it all of its deployments at once, across every platform it worked with. When challenged to find a lower-cost monitoring platform that still gave it everything it needed, MicroStrategy turned to FortiMonitor.

Using FortiMonitor's automated deployment features and templates, FortiMonitor gave engineers on MicroStrategy's cloud team an easier way to send their custom collectors to the agent, which they no longer had to maintain, since FortiMonitor did that for them.

Not only did the FortiMonitor platform ease deployment pains, it offered the opportunity for more functionality, allowing MicroStrategy to provide its customers with better service. The addition of FortiMonitor's top-level dashboards, status pages, and the ability to ingest MicroStrategy's custom metrics gave engineers a much more detailed view of their deployments, ultimately serving customers better.



"I want to operate a service, a cloud service, where I understand things in a predictive mode, in a predictable manner. I want to know about issues before my customer does, so I can take action on it and my customer is not affected. That's the main reason I bought FortiMonitor."

– Roshan Popal, Senior Vice President of Cloud Systems Engineering, MicroStrategy

Details

Customer: MicroStrategy

Industry: Cloud Solution Services

Location: Tysons Corner, VA

Highlights

- 500+ customers
- 900+ resources monitored
- 1,300+ tickets per week

Providing Predictability

Having the high-level views of deployments and automated reporting features made it easier for senior management to understand where they can adjust resourcing. MicroStrategy's cloud operations team was dealing with 1,300+ support tickets per week, which presented management with a scalability issue. "How do I reduce noise and create bandwidth from a management perspective? Which creates space in the budget for me, or it helps me retain people. People get burned out, 1,300 tickets per week is almost 200 a day. We needed a way for the system to heal itself," says Roshan Popal, senior vice president of cloud systems engineering at MicroStrategy.

Using FortiMonitor for reporting, and to view all its deployments in a single location, Roshan and the leadership team at MicroStrategy are able to better prepare their team for the number of tickets they're dealing with. In addition, they're able to strategically implement FortiMonitor's automated diagnostics and remediation to help take some of the more tedious work off their engineers, allowing them to focus on more impactful tasks.

"The business justification was also enhancing our services. We wouldn't change our monitoring just to save cost. FortiMonitor (previously Panopta) actually gave us a lot more functionality."

- Mark Starbuck, Director for Cloud Systems Engineering, MicroStrategy



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