



IT MONITORING COSTS REDUCED BY 50 PERCENT

NetEye in use at N-ERGIE

WÜRTHPHOENIX NetEye

Company:	N-ERGIE GmbH
Industry:	Energy services
Employees:	2.500
Annual sales:	2,5 billion Euro
Headquarter:	Nürnberg (Germany)
Internet:	www.n-ergie.de

THE CHALLENGES

Founded by the Städtische Werke Nürnberg GmbH and Thüga AG in March 2000, N-ERGIE Aktiengesellschaft emerged from the fusion process of the regional tradition-steeped company EWAG Energie und Wasserversorgung Aktiengesellschaft, Fränkisches Überlandwerk AG (FÜW) and MEG Mittelfränkische Erdgas GmbH. Responsible for IT planning, provision and operation is the subsidiary itecPlus GmbH. Around 140 employees take care of the IT and telecommunication systems of N-ERGIE AG. In IT Monitoring the company introduced NetEye to largely replace the prevalent silo thinking within the IT department. Every administrator now sees the entire IT environment as integrated ecosystem.

THE SOLUTION

- › Adoption of a Unified Monitoring approach with NetEye to ensure more reliability, performance, flexibility and rapid troubleshooting for the whole IT environment.
- › Mid-term drop of allover ITSM costs to 50 percent.
- › All data, components, SLAs are supervised into one central entity.
- › The interface between NetEye and the CMDB reduces administrator's effort when adding new devices.
- › Control of the whole SAP-environment including the End to End-Monitoring of Alyvix.
- › Alyvix in this context serves to monitor applications from a user perspective, in order to recognize emerging problems at an early stage.
- › Problems are solved collectively, the daily operation has benefited from the new openness.
- › Following the initial skepticism, the newly created transparency of the IT infrastructure has been highly accepted by the IT employees.



The project targets set have not just been achieved, they have been surpassed. NetEye allows ITSM costs to be reduced by 50 percent.

Christa Piehler, Head of Technology Management at N-ERGIE / itecPlus

