



centreon

**Gartner IOCS Conference
London November 25, 2019**

Eryk Markiewicz
Chief Marketing Officer, Centreon

**Don't let the geeks fool you,
Monitoring is to sell Burgers too!**

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What will we cover in this session?

- Is Simplicity in IT Infrastructure Monitoring Possible?
- If yes, Why is it Important?
- Can Monitoring help to Reconcile, or Realign, IT & LOBs?
- 3 questions to ask before rolling out your next IT Performance Management Solution



What does it take to order your burger?

✓ A simple touch on a display
(and a credit card)



✓ A complex IT workflow

- ✓ 5 Self-Ordering Kiosks with embedded Point of Sale terminal
- ✓ 2 servers running multiple virtual machines or containers
- ✓ 1 LAN
- ✓ 1 Access Router
- ✓ 1 Software-Defined WAN
- ✓ Multiple applications running in various public and private clouds
- ✓ All interconnected together
- ✓ Times the number of restaurants



What does it take to order your burger?

☑ A simple touch on a display
(and a credit card)

☑ A complex IT workflow

Simple
Customer Experience
(CX)

Complex
And Heterogeneous
IT Infrastructure



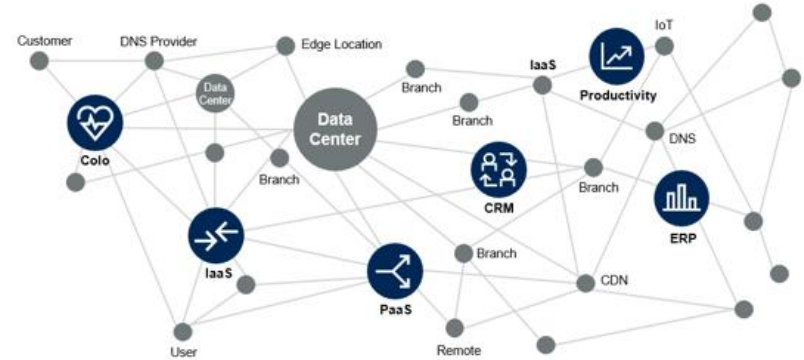
Hopefully Simple CX hides the Complex Infrastructure

Simplicity in Customer Experience

“Simplicity is the ultimate form of sophistication”

Leonardo da Vinci

Complexity in Infrastructure



Source: Gartner (July 2019)
ID: 384194



The two sides of Hybrid IT Monitoring

The Business View

Can I order my burger ?



The Infrastructure View



What does Gartner Say?

« By 2022, IT operations monitoring investments that are not aligned to the organization's customer experience initiatives will have a greater than 50% risk of either getting outsourced or having their budget cut. »



IT & Business: 2 Sides of the Same Coin

- IT Monitoring needs to help Businesses to Perform to their Full Potential

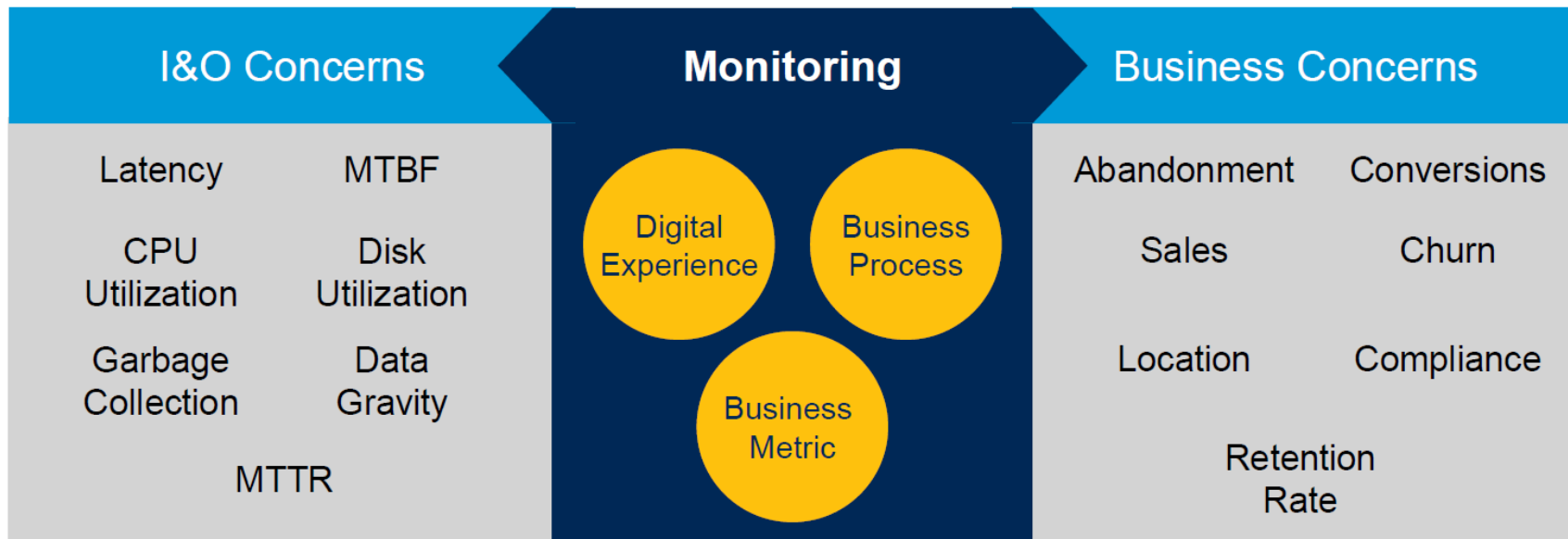
IT Excellence



Business Performance



IT & Business: 2 Sides of the Same Coin



ID: 366975

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Supporting critical Business Processes

- Can I cook burgers?
- Are my burgers safe to eat?
- Will I be able to sell burgers tomorrow?
- Can my franchisees sell burgers?

- View by Functional Areas
- Regardless the Complexity of the Supporting Infrastructure



The Business View





① Holistic



Hybrid-IT Monitoring = No Blind Spots

- Not Everything is in the **Cloud**
- Not Everything is in your **Data Center**
- Not Everything is in the **Devices**
- Not Everything is in **VMs and Containers**

**The Infrastructure supporting your business is
HETEROGENEOUS**



② Agile



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Business- Oriented



The 3 Questions to your IT Monitoring Team

1. Do we have Monitoring Blind Spots?
2. Is our Monitoring fully Automated?
3. Can we provide Business Process views?



We are Centreon. Visit us @ Booth #S13



Centreon

<https://www.centreon.com/en>

Centreon is a trusted software provider for business-aware IT monitoring of hybrid infrastructure. Centreon is headquartered in Paris and Toronto.

600 Enterprise Customers
200,000 users in 60 countries

