



## CASE STUDY

### Company

Consorzio dei Comuni della Provincia di Bolzano

### Sector

Public Administration

### Activity

Services: providing IT infrastructures to the municipalities of the Province of Bolzano

### Website

<https://www.gvcc.net>

### Installation year

2018

### Partner

BVG S.r.l.

### Solutions installed

- i-Vertix IT Monitoring
- i-Vertix Log&Data Management
- i-Vertix IT Asset Management

### The client

The Consortium of Municipalities of the Province of Bolzano provides different kind of services to 116 South Tyrolean municipalities, 7 district communities and 374 pertinences (social service centers, libraries, retirement homes, kindergartens and museums).

The services and activities offered by the Consortium range from employment law, consultancy and auditing services to the supply and support of the entire IT infrastructure and systems.

Central IT services are provided through two redundant data centers. Moreover, some services are managed locally by the municipalities themselves. About 900 physical and virtual servers with different operating systems are deployed to provide a wide range of applications, databases and services. Hundreds of switches, access points, firewalls and routers ensure a safe and fast connection. In order to support the about 5.000 users, 35 employees of the Consortium are responsible of making sure the IT services always work smoothly and professionally.

### The necessities

In the past, the Consortium of Bolzano relied on Icinga for monitoring solutions. In order to adapt to the minimum security measures, following the introduction of different new regulations, they needed to implement a product that would also take care of other aspects, such as IT Asset Management, Log Management and Network Configuration. Their wish was to find a solution that could provide all the services they needed in a single suite.

### Benefits of using i-Vertix

i-Vertix met the requirements of the Consortium of Municipalities of the Province of Bolzano by combining Network Monitoring, IT Asset Management, Log Management and Network Configuration services into one single solution. The individual i-Vertix modules are integrated with each other but can still be adapted to specific needs and existing infrastructures. Standardised APIs have made the integration process with products already used by the Consortium, such as the CMDB, very simple. These characteristics made it possible to integrate i-Vertix seamlessly into their infrastructure.



*i-Vertix is one of the best products used by the Consortium. Whatever our needs are, the i-Vertix team quickly provides the necessary assistance, always in a professional manner.*

*Stefan Kofler, Consorzio dei Comuni della Provincia di Bolzano*





# iVertex

## CASE STUDY

### Datasheet

#### i-Vertex IT Monitoring

- 1 i-Vertex Central Management
- 2 i-Vertex Poller ProS with 4G module
- 1 i-Vertex Poller VM
- Business Activity Monitoring
- Link with internal CMDB

#### Facts

- 1.500 Hosts
- 15.000 Services
- 40 users

#### i-Vertex Log&Data Management

- 2 Elasticsearch Server
- “Garante della privacy”
- GDPR

#### Facts

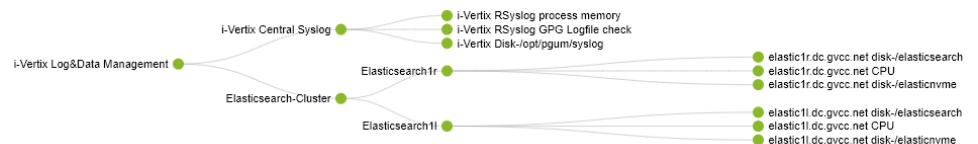
- 5.000 events/sec
- Inputs: Syslog, Windows, Event log, Netflow, sFlow, SNMP Traps

### i-Vertex IT Monitoring

The Consortium provides IT services to almost all municipalities in South Tyrol and to all related organizations.

i-Vertex IT Monitoring allows them to monitor 24/7 both the infrastructures and the applications, detecting potential errors, malfunctions and problems. This ensures a much faster reaction and resolution of anomalies and problems, sometimes being able to even prevent them.

The internal CMDB has been linked to i-Vertex, enabling the i-Vertex monitoring solution to be set automatically and minimising manual configuration work. The “Business Activity Monitoring” module allows to identify possible impacts at a Business level, linking the different monitored services by defining KPIs. 15 internal and 25 external users from different organizations use i-Vertex Monitoring every day.



### i-Vertex Log&Data Management

Through i-Vertex Log&Data Management, logs of servers, applications and network traffic are collected and made available to users for individual analysis. About 5.000 events/sec are processed in real-time and logs are stored according to GDPR and Privacy regulations.

Users can analyse log files through interactive dashboards that can easily be customised. This ensures i-Vertex Log&Data Management is able to meet all different requirements.

The integration with i-Vertex IT Monitoring further enriches the functionalities of both modules and makes it possible to optimise the infrastructure in a both simple and effective way.



## CASE STUDY

### Datasheet

#### i-Vertex IT Asset Management

- 1 Management Server
- 3 network inventory nodes
- "Minimum security measures PS"

#### Facts

- 5.000 pc & servers
- 2.000 printers
- 300 network devices
- 180 tenants
- 300 users

### i-Vertex IT Asset Management

Almost all municipalities and organizations that are part of the Consortium of Bolzano have their own dedicated tenant, through which all IT Assets, such as PCs, servers, printers, network equipment, etc. are automatically identified and updated.

With i-Vertex ITAM it is possible to manage the lifecycle of all IT Assets and to keep track of expiry dates and contract licences renewals.

The solution provides a very clear overview of the connections between assets and users, thus allowing to understand for example which user is using a specific asset or on which switch a PC is connected.

In compliance with the law, i-Vertex ITAM provides detailed lists of the assets and software that are being used, also managing the creation of White-and Black Lists.

This provides the accounting department with up-to-date lists and helps them more effectively manage the hardware and software inventory.