

## **UK's first integrated Open Source monitoring and support service**

credativ monitors critical business IT infrastructure

Rugby, UK. 17 June 2008 – credativ, a free software service and support company, has launched the UK's first fully hosted Open Source monitoring service.

credativ is offering an entirely outsourced service as of today, allowing customers to outsource both setup and ongoing monitoring to credativ and benefit from immediate notifications if critical systems slow or fail. In addition to providing a 24/7 support service, credativ's new offering, called credativ Open Source Monitoring, extends this to include IT infrastructure monitoring on a 24/7 basis. This dual offering ensures that problems are responded to quickly by the largest team of independent Open Source experts in Europe.

Chris Halls, MD, credativ UK, said that the company was reacting to customer demand: “credativ has offered Nagios monitoring since 2004, running on customers' own hardware. We felt we could offer a new service which simplifies monitoring and eliminates the need to purchase hardware – it's ideal for any size of businesses that don't currently have monitoring in place, as it's so totally hassle-free. We've had more and more requests for this type of service.”

Open Source Nagios enables IT Managers to be confident that their infrastructure is up and running as planned. credativ customises alerts and tests according to the importance of each system or service. credativ's monitoring covers both individual software services, such as web, email and databases and network hardware. credativ also provides end-to-end monitoring using bespoke tests developed to a client's specific requirements. credativ's monitoring service also offers additional modules to allow users to visualise their system's performance.

Chris Halls continued: “We find many environments are not monitored effectively, so a lot of companies simply don't know what state their infrastructure is in at any one time, which isn't an ideal situation.”

Open Source applications are becoming increasingly common on enterprise networks, due to their greater stability, lower costs and faster response times in the event of a problem compared to proprietary tools.

Julie Keane, IT Manager, from Glasgow North Regeneration Agency (GNRA), said, “We were delighted with the simplicity and effectiveness of credativ's Nagios monitoring solution, which alerts our IT department to any problems with the GNRA systems immediately. We've found Nagios indispensable and it has added a vital extra layer of information - it's given our organisation the reassurance it needed.”

credativ has offices in the UK, Germany and Canada, and offers a range of monitoring services including simple email alerts to 24/7 monitoring and response from credativ's team of open source experts.

### **About credativ**

credativ Limited is an independent consulting and service company situated in Rugby. credativ has specialised in the planning and implementation of professional solutions through the use of free software since 1999 in Germany and in the UK since 2004.

credativ has operated the Open Source Support Center (OSSC) in Germany since 2006, offering professional 24x7 business support for many open source projects. credativ has 43 employees

across its offices in the UK, Germany and Canada.