LogicMonitor

ATSG Reduces Operating Costs and Accelerates Growth With LogicMonitor

MSP enhances visibility and seamlessly integrates with ServiceNow via comprehensive cloud-based monitoring platform

EXECUTIVE OVERVIEW

ATSG

Company: ATSG

Employees: 500

Industry: Managed Service Provider

Business Need: Replace eight separate tools with a single unified monitoring solution that integrates with existing systems

Solution: LogicMonitor platform

Benefits:

- Integrates seamlessly with ServiceNow
- Tool consolidation saves time and enhances customer experience
- Scalable, flexible platform can easily support remote workforces

CHALLENGE

ATSG, Inc. was founded in 1994 as an IT solution provider with an initial focus in the enterprise networking arena. Over the past two decades, ATSG has grown and evolved into a holistic managed IT services company, bringing technology solutions as a service to the marketplace at large. This expansion of capabilities and offerings includes public and private cloud, collaboration, unified communications, digital workplaces, mobility, hybrid infrastructure, and security, as well as complete Microsoft and Cisco-based application offerings.

Eliminating unnecessary tools across the organization became a high priority for ATSG as the company scaled. "We wanted to eliminate extraneous tools for our internal teams, as well as for our customers. A foundational component of that was our monitoring platform," explained Scott Mayers, Sr. VP of Cloud and Managed Solutions at ATSG.

Prior to switching to LogicMonitor, ATSG was utilizing eight different monitoring tools and wanted to consolidate them into one comprehensive platform. "As a modern managed services provider, we examined many of the monitoring platforms in the marketplace in order to find the best one," said Mayers. "It was important for us to find a solution that met our core requirements and that was capable of monitoring everything within a single platform."

SOLUTION

ATSG had a list of core requirements that they were looking for as they evaluated monitoring platforms. Since ATSG monitors critical systems 24/7, reliability is very important to them. Other key requirements include a quick and non-intrusive deployment model; AI-powered warnings and alerting capabilities; real-time dashboards and flexible reporting; cloud- and platform-as-a-service monitoring from Amazon, Microsoft, and Google; and the ability to create innovative integrations, scripts, and data sources to keep up with broader market trends.

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> Scott Mayers, Sr. VP of Cloud and Managed Solutions, ATSG

LogicMonitor's comprehensive infrastructure monitoring and observability platform met all of ATSG's core requirements. "LogicMonitor was able to meet all of our requirements, and then some," said Mayers. "Most importantly, LogicMonitor is a flexible and responsive partner organization that is forward-thinking and matches our core values within our organization."

BENEFITS

ATSG has experienced steady growth over the last few years due to the outstanding customer experience the company provides. "The drive and determination of our employees and loyal customer base has enabled us to grow both organically and through acquisition. LogicMonitor has been instrumental in helping us succeed," said Mayers.

With LogicMonitor's support, ATSG has built an intelligent digital transformation and automation platform to provide IT service management and IT operations solutions to its customers. At the core of this platform is its ITSM system, ServiceNow. ATSG's platform also includes a project planning and management system; contact centers; security event and information management toolsets; cloud provisioning and management; patch management, and many other capabilities. "LogicMonitor's well-documented APIs seamlessly integrate everything and allow our platform to run efficiently so that we can provide exceptional service to our customers," said Mayers. "We have consolidated over eight monitoring tools and point solutions into a single interface, which drives greater visibility, consolidates metrics, and reduces operating costs."

LogicMonitor's intelligent data forecasting, predictive alerts, and robust data visualization enable ATSG to be

proactive with its solutions and forward-thinking in its recommendations to customers. "The ability to customize dashboards has been key for us with real-time insights and user-friendly reporting and analytics," explained Mayers. "LogicMonitor has empowered us to gain full visibility into our networks, systems applications, cloud resources, data centers, and IoT devices within a single unified view."

In 2020, business challenges and monitoring needs quickly changed for ATSG's customers as a result of the global pandemic. Some of ATSG's customers are monitoring temperatures within critical healthcare systems and refrigerators that hold vaccines and medications. Others had to shift to a fully remote workforce in just a few days. ATSG has kept up with its customers' changing needs and has supported them with innovative technology solutions without skipping a beat. "LogicMonitor allows us to be flexible by collecting and displaying data from virtually any type of device, anywhere," said Mayers. LogicMonitor's granular, role-based access provides ATSG's customers with both real-time data and historical data about their devices and critical business applications.

"Each of our customers has unique business challenges, and some are thriving and growing while others are weathering the storm. We are here to support them," concluded Mayers. "LogicMonitor and ATSG continue to innovate and drive growth together through deep integration with our development teams."

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LogicMonitor's unified monitoring platform expands possibilities for businesses by advancing the technology behind them.

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