Open Source Monitoring with Nagios

Lidl: Global IT System and Application Monitoring Standards

Customer

Lidl

Industry

Public sector

Website

www.lidl.de

Solution

Business service and system monitoring based on Nagios

In brief

The solution, based on open source software, monitors the IT infrastructure and key IT-based business services at Lidl's 140+ logistics centers around the world.

Benefits

- Global monitoring standards
- Automatic monitoring of IT and business services
- Improved overview and alerting when system malfunctions occur
- Cross-company SLA monitoring and reporting

Lidl is one of the biggest retailers in Europe. Having a **stable, high-availability IT infrastructure and system and application environment** plays a critical role in helping to continuously optimize processes in all countries where Lidl operates. Minor malfunctions can cause major disruptions to the flow of goods in the dynamic day-to-day operations at the 140+ logistics centers worldwide that support and supply Lidl's retail branches, for example.

To ensure this does not happen, Lidl teamed up with ConSol to develop a new monitoring concept. The common goal was to design a high-performance solution that all of Lidl's international subsidiaries could use for end-to-end monitoring of the relevant technical systems, databases, components, and applications used to operate their logistics centers.

ConSol developed the **new Nagios-based business service and system monitoring solution** in close cooperation with the IT team at Lidl. In order to make the solution user-friendly and allow it to run essentially unattended, Lidl has chosen the framework Open Monitoring Distribution (OMD), which in addition to Nagios contains a number of add-ons and system modules developed by ConSol, such as Coshsh and Thruk.

System and application monitoring is standardized across the entire company, ensuring that the quality of automatic checks and analyses of IT and business services is high across the board while also allowing for greater transparency in controlling the process. And because the company IT department is alerted to system malfunctions more quickly, they now have a better general overview and can analyze the underlying causes faster.
The monitoring solution allows Lidl to assess which malfunctions occur most frequently. Other benefits include cross-company SLA monitoring and reporting, an enhanced event management process, innovative event correlation, and the integrated knowledge database linked to events that occur.

Implementation, rollout, and transition into daily operation were all completed with great speed.

" The project was finished on time and on budget without any problems along the way, demonstrating that we chose the right solution partner in teaming up with ConSol. "

Martin Wollmann
Head of Global Service & Support at Lidl