

# Hybrid Cloud Observability Enables Consolidated IT Service After Merger

“One of the benefits of Hybrid Cloud Observability was the ability to deploy it in a high availability environment with more flexibility. They won't go through massive procurement and change management processes to allow them to determine the architecture and functionality. The maturity of the deployment now keeps up with the size of their organization.”

— Mark Roberts

Prosperon Networks, Co-owner and Technical Director

## ABOUT PROSPERON NETWORKS

Prosperon Networks, which services EMEA, has been a SolarWinds authorized partner since 2006, achieving Elite Partner status in 2021. The company helps customers maximize their SolarWinds investment by ensuring their solutions are healthy, meet business demands, and are being used proactively.

Prosperon Networks supports their customers with a range of value-added services—including deployment, integration, customization, training, and technical support—delivered by SolarWinds Certified Professional® (SCP) accredited engineers.

## CHALLENGE

Prosperon Networks' client, a global law firm providing insurance, transportation, energy, infrastructure, trade, and commodities services to clients, engaged with them in 2016, looking for help optimizing their six existing Orion® modules. The company was struggling with use and deployment. Prosperon Networks stepped in to help optimize their modules, and the partnership has continued ever since.

Mark Roberts, co-owner and Technical Director at Prosperon Networks, states, “During our ongoing customer life cycle, we do regular health checks, surface issues, and provide guidance on how they can achieve maximum benefit from the solution with advanced topics such as integration and workflow processes. In addition, they receive direct support from us raising support cases with my team, so there are regular touch points from multiple angles to help identify continual solution improvements and training to help them.”

However, when the client underwent a merger, they needed to merge multiple IT solutions—including SolarWinds solutions—and needed a solution to manage the large increase in size and scope.



### PARTNER OVERVIEW

**Location:** United Kingdom

**Program Tier:** Elite Partner

#### Product Mix:

- SolarWinds® Hybrid Cloud Observability

“The client knew it was a very easy decision for them to choose Hybrid Cloud Observability as the platform they wanted. There's no need to change a winning solution, we just need to grow it and improve it.”

— Mark Roberts

Prosperon Networks,  
Co-owner and Technical Director

## SOLUTION

With the merger, Prosperon Networks' client upgraded their pieced-together SolarWinds tech stack to a unified visibility solution: SolarWinds Hybrid Cloud Observability. "We needed to help bring an IT solution from these two organizations into a single consolidated IT service, and clearly monitoring is a key part of that," Roberts says. "From that point of view, we worked to identify what the existing tooling is and where there is crossover. And that naturally led to Hybrid Cloud Observability, so they can standardize on the monitoring solution across the two businesses because it covers all the technology stacks they'll need."


Once integrated, the combined organization will have a global scope. The company will have a single global instance of Hybrid Cloud Observability, which will help simplify their environment and provide resilience, since all operations teams would potentially be able to see all operation issues.

The company is currently consulting with Prosperon Networks for an initial phase of the rollout: deploying Hybrid Cloud Observability, reviewing the merged company's existing SolarWinds solutions, and identifying additional tooling within the merged organization to consolidate into the expanded Hybrid Cloud Observability solution.


The process is expected to last 12 – 18 months while Prosperon Networks helps their client merge the IT and the networks and adopt Hybrid Cloud Observability for full-stack observability.

Though the primary benefit of the new solution is the integrated oversight across all locations and major technologies, it's also more flexible both technically and commercially than the previous solutions. And, in the case of Prosperon's client, it also came with cost savings.

"One of the key driving forces behind this is giving them a framework that allows them to be efficient in their reactions and intelligent about improvements to maximize their ability for their billable resources to be doing that function rather than anything else," says Roberts.

 *They can use data to be forewarned and forearmed, to fix things before they've caused outages and performance degradation. They use that data to make intelligent decisions about their digital transformation and moving compute and workload to cloud.*

— Mark Roberts  
Prosperon Networks,  
Co-owner and Technical Director

 *The IT leaders are going to see that they are achieving more with less because those efficiency gains allow an engineer to deal with an issue in two hours rather than six hours.*

— Mark Roberts  
Prosperon Networks,  
Co-owner and Technical Director

## ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today’s modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our [THWACK®](#) community, allow us to address customers’ needs now, and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).



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