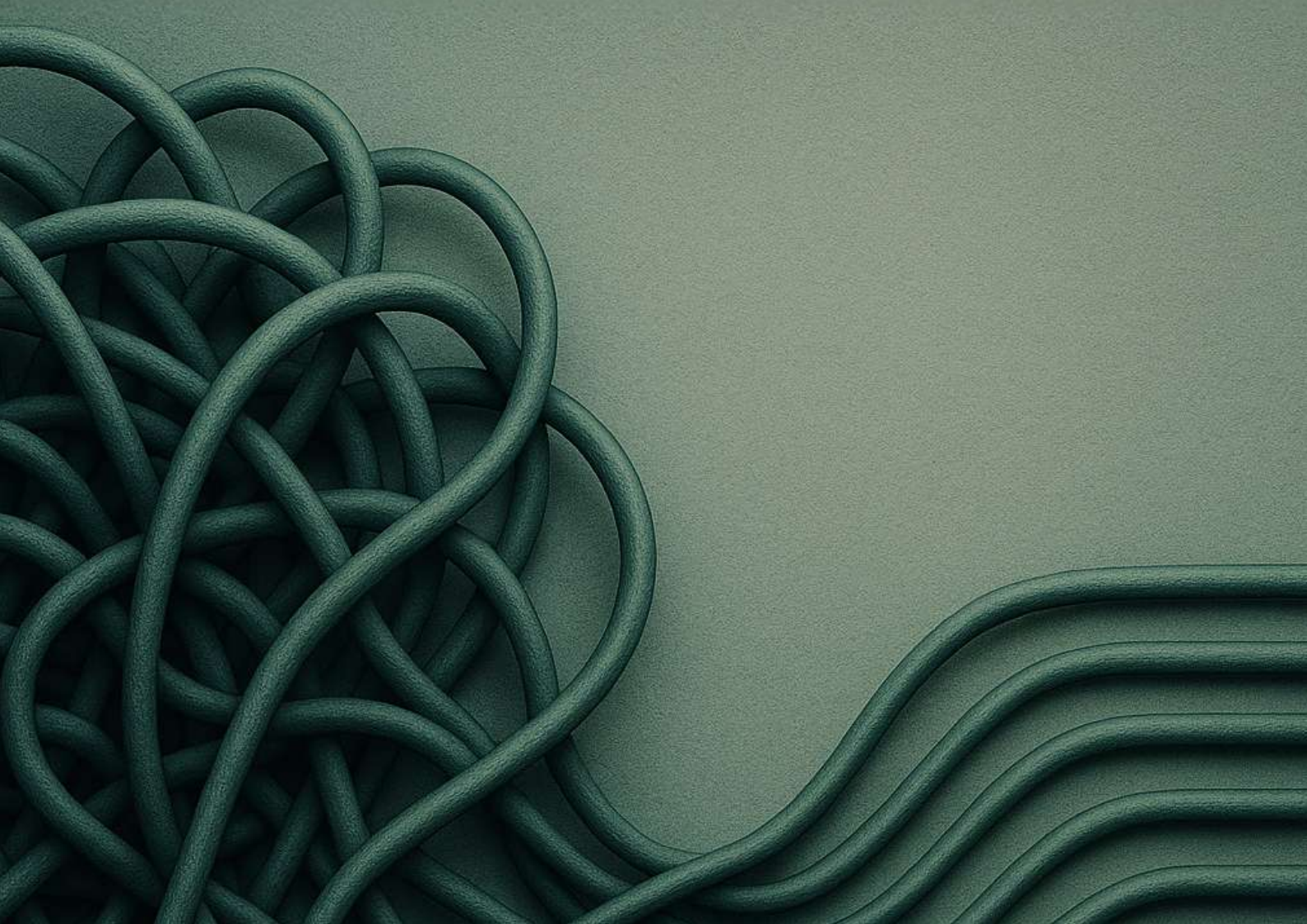**ManageEngine**
**Site24x7**

Asolvi

# From complexity to clarity:

How Asolvi transformed cloud monitoring with ManageEngine Site24x7

# About

Asolvi is a leading provider of field service management software, providing SaaS solutions tailored for industries such as managed print services, fire security, and general field operations. With a presence in over 40 countries, Asolvi's cloud infrastructure supports thousands of users across AWS and Microsoft Azure environments. Asolvi has been building field service management software for over 30 years, with offices across Europe and South America and a 200-member team supporting its global customer base.

**Location:** Trondheim, Norway

**Industry:** IT Hardware & IT Related Services

> "With Site24x7, we've moved from fragmented monitoring to comprehensive observability. It's like going from a blurry snapshot to crystal-clear vision."

**Adedoyin Jokomba,**
Head of Platform and Cloud Architect, Asolvi

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# The challenge:
## Fragmented tools, rising complexity

As the company scaled rapidly, maintaining platform reliability, performance, and security became increasingly critical. Adedoyin Jokomba, head of platform and cloud architect at Asolvi, led efforts to modernize its monitoring approach to keep pace with the complexity of its growing infrastructure.

Before Site24x7, Asolvi relied on a patchwork of disconnected monitoring tools across various teams. This fragmented setup made it difficult to gain a complete view of its cloud operations, delaying issue detection and resolution. Teams spent valuable time switching between dashboards, and even then, visibility was limited and incomplete.

Scalability also became a bottleneck. Asolvi's infrastructure was growing quickly, but its monitoring tools weren't flexible enough to handle the dynamic nature of new deployments. Onboarding new services often required manual configuration, slowing down innovation and increasing operational overhead.

Security was another major concern. To troubleshoot issues, engineers required direct access to cloud accounts, which increased the risk of accidental misconfigurations and unnecessary access to sensitive data. Asolvi needed a safer alternative that gave engineers visibility into system health without exposing its cloud environments to these risks.
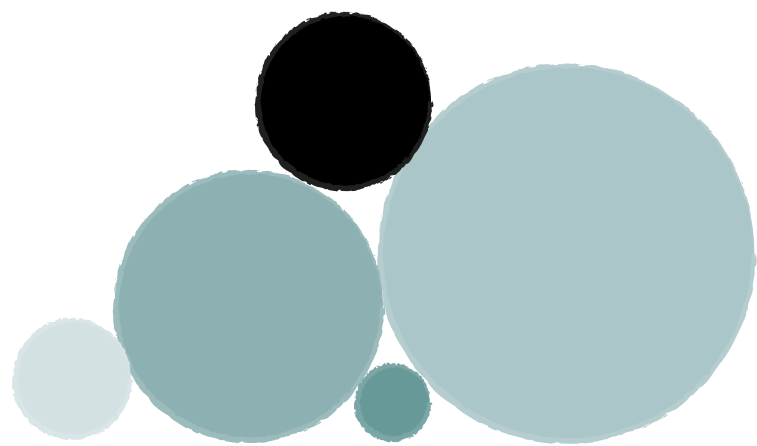
# The solution:
## Unified observability, secure by design

Before selecting Site24x7, Asolvi evaluated several well-known monitoring solutions, including Datadog, New Relic, and SolarWinds, as well as a few open-source alternatives. However, the complexity of managing those tools and their limited responsiveness made them less suitable for Asolvi's needs.

The shift to Site24x7 was more than a tool change, it was a transformation to how Asolvi approached observability. Site24x7 provides unified, full-stack visibility across both AWS and Azure environments. From a single dashboard, teams can monitor everything from infrastructure health to application performance, eliminating the silos that had previously slowed them down.

"We needed a partner, not just a platform. Site24x7's adaptability and proactive support made it the perfect fit," noted Adedoyin Jokomba, head of platform and cloud architect at Asolvi.

Site24x7 also automatically detects and onboards new cloud resources as they are deployed, removing the need for manual configuration. This enables the IT team to scale confidently and focus on delivering value, not just maintenance.

Security for Asolvi improved overnight. With Site24x7 serving as a secure interface for monitoring, engineers no longer needed direct access to cloud accounts. This not only reduces risk but also gives IT teams exactly what they needed—real-time insights, without unnecessary permissions.

The Site24x7 support team also worked closely with Asolvi to understand its needs and implement new features based on real-world feedback.

# Application performance:
## Deep insight at scale

Asolvi runs more than 40 production applications, each with the potential to impact customer experience. Performance bottlenecks need to be caught early and resolved quickly. Site24x7's Application Performance Monitoring (APM) gives Asolvi deep visibility into backend systems, helping the team track Apdex scores, identify slow database queries, and pinpoint lag in API response times.

With these insights, developers are empowered act fast to fix issues before they impact end users. Error rates, exceptions, and performance anomalies are flagged in real-time, helping ensure that each application operates as efficiently and reliably as possible.

# Global monitoring:
## Consistency across regions

With customer-facing websites operating across Europe and South America, Asolvi needs consistent performance across regions. Site24x7 delivers real-time monitoring for uptime and latency from different locations, helping the Asolvi IT team understand how users experience its services globally.

SSL and DNS monitoring are especially valuable for Asolvi. By staying ahead of certificate expiries and domain misconfigurations, Asolvi avoids potential service disruptions that could impact trust and uptime. With a clearer picture of whether issues stemmed from the application or the network, the team responds with precision.

# Incident management:
## Alerts that reach the right people

Site24x7's integrations with Microsoft Teams and Jira allow alerts to reach the right teams instantly. Each department has its own dashboard view, showing only the metrics that matter to them. During live incidents, real-time status pages provide up-to-date information that enables leaders to make quick, informed decisions.

# Results: From clarity to control

Since deploying Site24x7, Asolvi has significantly improved operational efficiency. Real-time monitoring and proactive alerting enable the team to catch issues before they escalate, keeping services running smoothly and customers satisfied.

Site24x7's granular visibility into CPU and memory utilization helps Asolvi make smarter scaling decisions across AWS and Azure. With real-time threshold alerts, the team identifies when workloads are under- or overutilized and adjust resources accordingly, ensuring optimal performance without unnecessary overprovisioning. This proactive approach not only keeps infrastructure efficient, but also helps the company maintain predictable, cost-effective cloud operations at scale.

Uptime now consistently exceeds 95%, supported by the precision of automated alerts and faster resolution times. The ability to monitor SSL certificates proactively helps Asolvi avoid service interruptions and maintains customer trust, an essential advantage for its always-on SaaS platforms.

# A partnership for performance

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"Site24x7 has elevated our monitoring game, delivering clarity, reliability, and peace of mind. We trust this solution to keep our cloud infrastructure running smoothly—and it continues to exceed expectations."

**Adedoyin Jokomba,**

Head of Platform and Cloud Architect, Asolvi

For Asolvi, Site24x7 isn't just an observability tool, it's a partner that enables it to move faster, stay secure, and deliver world-class experiences to its customers. In an industry where performance, availability, and agility are essential, Site24x7 helps ensure that Asolvi never misses a beat.

## About ManageEngine Site24x7

ManageEngine Site24x7 is an AI-powered observability platform for DevOps, SREs, and IT operations. Its cloud-based capabilities help monitor, predict, analyze and troubleshoot problems related to the internet, websites, applications, microservices, servers, containers, virtualized and multi-cloud environments and network infrastructure — all from a single console.

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