

From legacy to the cloud: How Deurne future-proofed its IT setup with ManageEngine Site24x7



About

Gemeente Deurne is the municipal government serving the community of Deurne in Noord-Brabant, Netherlands. Committed to delivering reliable public services, the organization oversees a wide-ranging infrastructure from on-premises servers to cloud-based systems and user devices. The infrastructure team is tasked with providing internal IT services to over 350 people, maintaining system health, monitoring user devices, and continuously improving service availability for residents and stakeholders.



Location: Deurne, Netherlands



Industry: Government body



“We needed a monitoring platform that could adapt to our evolving IT landscape—something flexible enough to support our transition from on-premises to the cloud. Site24x7 has proven to be that future-proof solution.”

Marvin van Lieshout

systems administrator, Gemeente Deurne



Challenge: Complexity, limited cloud readiness, and difficult management

The health of on-premises servers and overseeing transitioning to the cloud are operational challenges the municipal government faced with its existing monitoring tool, NetCrunch, Marvin van Lieshout, systems administrator at Gemeente Deurne observed.

The existing tool was overly complex for Gemeente Deurne needs—setup was difficult, managing monitored objects was cumbersome, and the overall user experience had a steep learning curve. More critically, it couldn't effectively provide unified visibility across both on-premises and cloud environments.

With the organization moving from a hybrid to a more cloud-focused environment, the IT team required a simpler, more adaptable platform that could seamlessly handle both environments without adding management overhead.



We used NetCrunch, and it was very complex—too complex for what we needed. The setup was difficult, and managing objects in all aspects was a challenge.

Marvin van Lieshout,
systems administrator, Gemeente Deurne

The solution: Balancing cost, quality, and usability

When Gemeente Deurne began transitioning to the cloud, it needed a solution that could seamlessly bridge its existing on-premises infrastructure with new SaaS and Azure environments—without adding complexity or driving up costs.

Site24x7 delivered exactly that. The contrast between the “old” on-premises setup and the newer cloud environments was virtually non-existent within the platform, making the transition straightforward for the IT team. As the migration progressed, they could simply swap the objects being monitored—phasing out legacy systems and bringing new cloud resources online—while the monitoring continued uninterrupted.

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We looked at tools like LogicMonitor and Datadog—their features were impressive, but the costs were sky-high for things we didn’t even need. Site24x7 was like a miracle combination of value, simplicity, and performance.

Marvin van Lieshout,

systems administrator, Gemeente Deurne

Lightweight, agentless monitoring

Site24x7's largely agentless approach helped Gemeente Deurne reduce complexity and infrastructure overhead. By using lightweight pollers along with native Azure and VMware integrations, the IT team gained full visibility without deploying agents across the environment.

This shift also eliminated the need for a heavy on-premises NetCrunch management server. Instead, Deurne now runs just two lightweight pollers on existing servers, which can easily move as the infrastructure changes—ensuring monitoring remains consistent as systems evolve.



In many cases, we work agentless. With pollers and Azure and VMware integrations, we have all the data we need. We also replaced a heavy NetCrunch management server with just two lightweight pollers that move easily as our infrastructure changes.

Marvin van Lieshout,
systems administrator, Gemeente Deurne

Simplifying cloud visibility and control

As the organization transitioned to the cloud, manually tracking resources and configurations across environments became increasingly difficult. The IT team required a solution that could automatically map its infrastructure and allow more precise control over what was monitored.

With Site24x7's cloud monitoring service, Gemeente Deurne can now seamlessly integrate its Azure subscriptions and instantly generate a complete inventory of its assets. The flexibility to enable or disable resources as needed makes management effortless—saving time, reducing complexity, and ensuring complete visibility across its hybrid environment.

Streamlining virtualization monitoring with expert support

Managing a complex VMware environment comes with challenges surrounding data import and maintaining consistency across virtual machines. The Gemeente Deurne team required a reliable way to gain visibility into its virtual infrastructure without spending hours troubleshooting setup issues. With Site24x7's VMware monitoring, the IT team is able to integrate their virtualized systems with ease.

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The Site24x7 support team quickly provided a custom-built solution that fixed everything. Their support has been nothing short of exceptional.

Marvin van Lieshout,
systems administrator, Gemeente Deurne



Simplifying insights with intuitive dashboards

For this government organization, Site24x7's customizable dashboards is the most valuable feature. The team can easily visualize infrastructure performance across both on-premises and cloud environments using high-quality, interactive widgets. The dashboards' simplicity and flexibility makes daily monitoring effortless, helping the sysadmins stay proactive and focused on improvements.

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The dashboards are the most valuable thing for us. The ease of use and the quality of the widgets are excellent.

Marvin van Lieshout,
systems administrator, Gemeente Deurne

The impact: Results that matter

Site24x7 delivered immediate and measurable improvements for the team. The IT team at Deurne gave Site24x7 an exceptional rating in terms of ease-of-use and user interface that helped reduce the learning curve and ensure daily operations are more efficient. With deeper visibility and consistent performance insights, the team reported a significant increase in operational trust, no longer needing to second-guess their monitoring setup.

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Site24x7 has truly future-proofed our monitoring. It gives us the confidence to scale without disruption, and the business impact is undeniable—we're saving time, reducing costs, and gaining a long-term partner we can rely on.

Marvin van Lieshout,
systems administrator, Gemeente Deurne

With Site24x7, Gemeente Deurne now has a scalable, future-ready monitoring platform that grows with its business needs. From seamless Azure and VMware monitoring to intuitive dashboards and responsive support, Site24x7 delivers reliability and visibility. The result is more confidence in the network infrastructure, less IT team effort required to maintain systems, and gaining a long-term partner that helps the organization save time, reduce costs, and stay ready for what's next.

About ManageEngine Site24x7

ManageEngine Site24x7 is a full-stack observability platform that helps IT, DevOps, and SRE teams monitor the health and performance of websites, servers, applications, networks, and cloud environments from a single unified console.

With AI-powered alerts, real-time dashboards, and advanced analytics, Site24x7 enables organizations to detect issues proactively, optimize performance, and deliver seamless digital experiences to customers across the globe.

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