Grundfos Delivers Sustainable Water Solutions

INDUSTRY

Mechanical Engineering

PRODUCT

xMatters IT Management

INTEGRATIONS

BMC Software ProactiveNet Performance Manager, Microsoft System Center Operations Manager (SCOM), and SAP Solution Manager

ABOUT GRUNDFOS

Grundfos is an international leader in pump manufacturing. The company makes water pumps, including circulator, centrifugal, solar, self-priming, and submersible units. Grundfos develops advanced technology for water handling and purification; the end products are manufactured by dedicated subsidiaries. The Grundfos Group is represented by more than 80 companies in over than 55 countries.

HIGHLIGHTS

• Grundfos kiosks deliver clean water to sparsely populated places that need it.

• Employees use xMatters to manage critical incidents and alerts.

• The xMatters iOS app makes responding to incidents fast and simple.

> It is very easy to maintain and configure. It is easy to manage and customize as well.
>
> **Bjarne Myrup** ▸ Systems Engineer Specialist, Grundfos

From pumps to clean water kiosks, Grundfos is bringing clean water to challenging environments and contributing to global sustainability.

Grundfos is a global leader in advanced pump solutions and a trendsetter in water technology. The company expresses its purpose in the phrase "be think innovate," its promise to contribute to global sustainability.

Its commitment to being responsible, thinking ahead and innovating enables Grundfos to meet all of its clients' needs. A series of pioneering technologies improves people's quality of life around the world, especially in the most challenging environments.

Grundfos produces state-of-the-art submersible pumps, wastewater pumps for sewage systems, and a number of industrial solutions and products for buildings. In the most sparsely populated places where clean water is most important, Grundfos' most important products are water delivery kiosks that dispense water and manage data. Consumers use smart cards to store and use water credits.

In October 2015, the company was honored with the prestigious United Nations' Momentum for Change Lighthouse Activity Award in the 'Information and Communication Technologies' category.

(x) matters

Challenges

With so much infrastructure around the world and stakes so high, Grundfos IT teams have to be aware immediately if there is an issue with pumps, kiosks or other equipment. The system works via BMC Software ProactiveNet Performance Manager, Microsoft System Center Operations Manager (SCOM), and SAP Solution Manager. Although the alerting and notification system worked well and operated inexpensively, it was a homegrown solution that relied on the programmer who built it.

When he left in 2012, no one had the knowledge to maintain the system. The system was running on a very old operating system, and it needed some workarounds in order to receive alerts from various monitoring systems.

"The SMS notification system looked for the person on duty when an alert was triggered," explains Bjarne Myrup, Systems Engineer specialist for Grundfos. "It was not possible to escalate."

The system did have some single points of failure, so finding a new system that could be implemented quickly was paramount. Integration with BMC Software was a requirement.

Solution

The xMatters out-of-the-box integration with BMC made it an easy choice. Without an internal resource to manage and maintain the system, Grundfos saves resources by leveraging a third party to do it. Grundfos also gains key operational benefits.

So far, Grundfos has installed the integration from SCOM to xMatters on 16 servers. "That's what we need," Myrup says. "We need one tool to be able to send all our alerts from different monitoring tools."

Since moving to the cloud, Grundfos now has access to the xMatters Integration Platform and easy integrations to virtually any cloud-based system.

"It is very easy to maintain and configure," Myrup says. "It is easy to manage and customize as well."

Benefits

Grundfos went live on xMatters, including all of its integrations, in only about two months. Employees access the system to manage critical incidents and major alerts. xMatters administrators report that the system is easy to manage and customize.

Grundfos employees also use the iOS app, which employees say is easy to use and fast. They especially appreciate the ability to acknowledge that they have received an alert from the app. "The iOS app is easy and fast to use," Myrup notes. "The ability to acknowledge that we have received the alert from the app is a nice feature."

Grundfos uses xMatters only for IT alerting right now, but may expand into business continuity in the near future. Grundfos can use the Integration Platform to build additional integrations with other monitoring systems or service desk systems too. As Grundfos grows, clean water flows.

xMatters.com