



## Case Study IT-Monitoring for SAK (St.-Gallisch-Appenzellische Kraftwerke AG)



**AUTOMATED & SCALABLE**

## IMPROVED AVAILABILITY AND STABILITY WITH I-VERTIX

20 % less administrative effort,  
reduced maintenance costs

Clear benefits for the leading energy and  
network service provider in Eastern Switzerland



**i-Vertix**

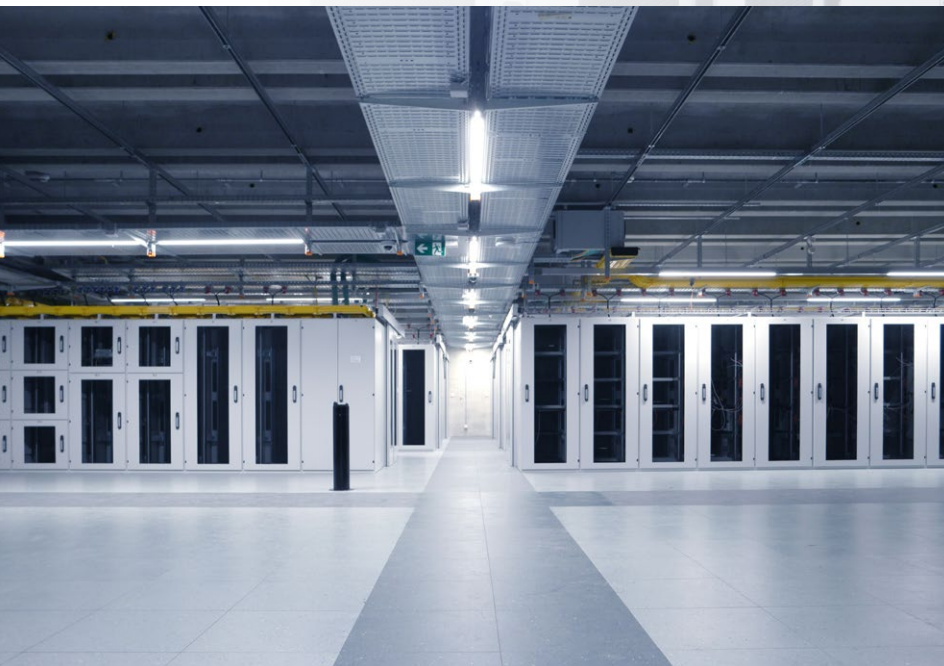
## THE COMPANY

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**The St.-Gallisch-Appenzellische Kraftwerke AG (SAK) is a leading energy and communications service provider in Eastern Switzerland.**

The company offers a comprehensive portfolio of services, including power generation, electricity and heat supply, fiber optic networks, and internet, telephone, TV, and mobile services. Additionally, SAK is strongly committed to promoting e-mobility and renewable energy solutions such as photovoltaics and heat pumps. With approximately 460 employees, SAK covers the entire value chain – from energy supply to planning, construction, operation, and maintenance of networks and facilities.

For the IT department, relying on innovative IT monitoring solutions is essential to ensuring the stability, security, and efficiency of the IT infrastructure in the long term.



# sak

**Power, Communication, Data,  
and 360° Energy Solutions**

SAK's mission: "Being the most innovative energy provider for the people of Eastern Switzerland."

# INITIAL SITUATION AND DECISION-MAKING PROCESS FOR A FUTURE-PROOF IT MONITORING SOLUTION

St. Gallisch-Appenzellische Kraftwerke AG (SAK) and Datacenter Ostschweiz AG had relied on the Nagios as monitoring system for several years. While it provided reliable performance, administration became increasingly complex. Configuration required significant effort, and from 2021 onwards, maintenance costs rose substantially.

To ensure a future-proof solution, SAK sought a modern, flexible, and easy-to-manage monitoring system. This evaluation process led to the selection of i-Vertex for several key reasons.

i-Vertex provides a scalable, high-performance, and easy-to-manage monitoring solution—perfectly aligning with SAK's requirements. These technical advantages were the deciding factors.

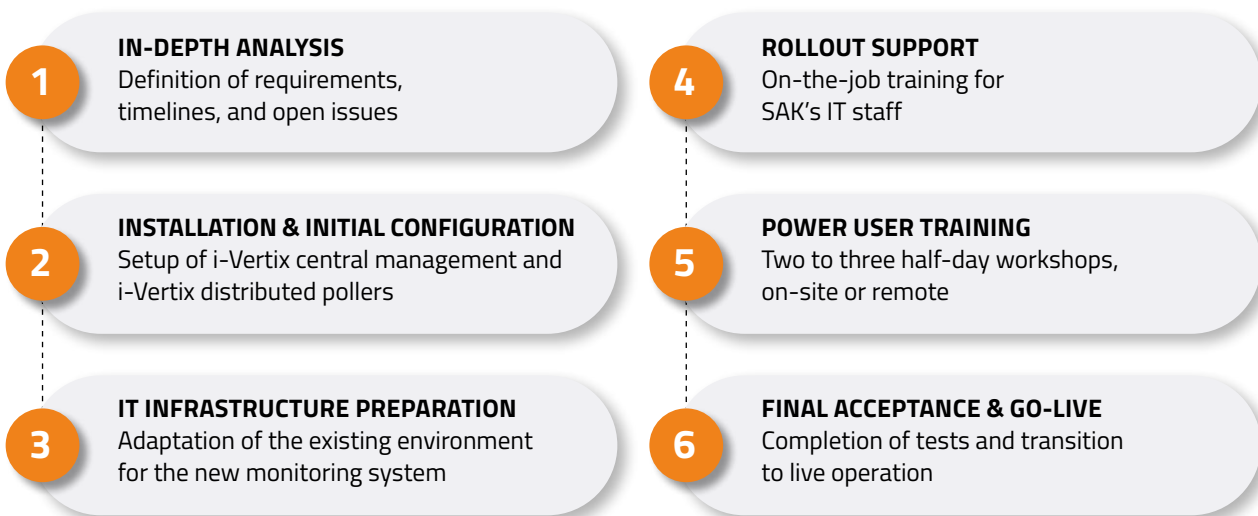


# THE PROJECT: STEP-BY-STEP TO A SUCCESSFUL ROLLOUT

After a detailed evaluation phase, SAK selected i-Vertex as its new monitoring platform. In close collaboration with the i-Vertex team, the solution was implemented and optimized step by step

according to defined project phases. After six months of successful deployment, i-Vertex went live in early 2023.

## Project Execution: Efficient Implementation, Optimal Performance



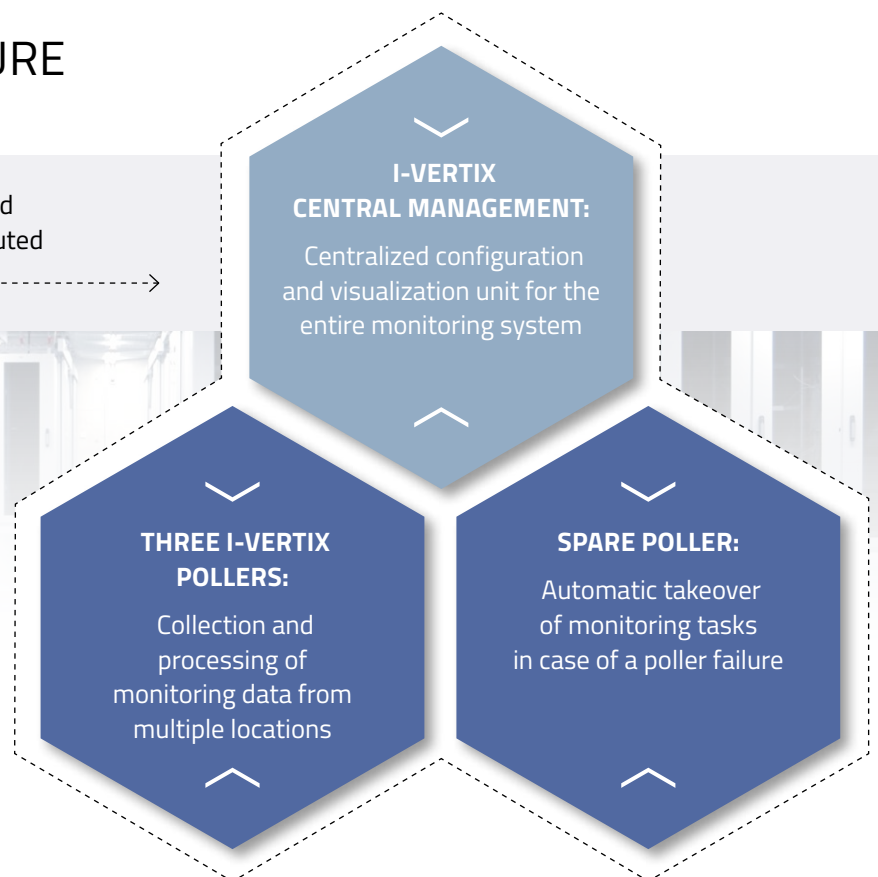
## SOLUTION ARCHITECTURE

The new monitoring solution at SAK is based on a decentralized architecture with distributed pollers and central management:

### SCALABILITY & REDUNDANCY:

Due to its distributed architecture, the system can be easily expanded with additional pollers. If one poller fails, a spare poller takes over the monitoring to ensure operational continuity.

Additionally, each S3 instance is equipped with a dedicated hardware poller featuring out-of-band communication. This allows critical issues to be transmitted via an independent communication channel, even if the network is isolated.



# I-VERTIX IN OPERATION: INCREASED EFFICIENCY, REDUCED EFFORT FOR SAK

Since implementing i-Vertex, IT monitoring has become leaner, faster, and smarter. SAK benefits from a significantly reduced operational workload and optimized infrastructure monitoring. Here are the key advantages at a glance:

## More efficient monitoring with added features & automation:

- ✓ Auto-discovery automatically detects new hosts and services, suggesting appropriate metrics and thresholds.
- ✓ Automatic detection and visualization of network topology.

## Optimized Alerting:

- ✓ Independent alerting per poller via email, SMS, push notifications, or ITSM.
- ✓ Integration with the s.Guard alerting platform.
- ✓ Escalation management and flexible notification scenarios.

## Improved Visibility & Control:

- ✓ Superior monitoring capabilities – 2-3x more services than Nagios, including SAP, DB, and Hyper-V monitoring. i-Vertex also ensures precise monitoring of Nokia ISAM devices for FTTH.
- ✓ Unified, centralized configuration and visualization across all departments.
- ✓ Access for different business units with customizable dashboards.

## Cost Savings & Efficiency Gains:

- ✓ Reduced operating costs with automated discoveries, a plugin store, and an easy-to-use GUI.
- ✓ 20 % reduction in administrative effort through centralized configuration and automated detection.
- ✓ Faster issue resolution and improved response times by identifying and addressing critical disruptions earlier.



“i-Vertex has simplified and made our monitoring more scalable. The auto-discovery processes save time, the poller architecture with distributed instances ensures stability, and operating costs have significantly decreased.”

Gregor Kempter, Deputy Head of Network Systems at SAK



## KEY TAKEAWAYS

SAK has implemented a robust and flexible monitoring solution with i-Vertex, which integrates seamlessly into the existing IT infrastructure. The system's decentralized architecture with distributed pollers, comprehensive automation capabilities,

and intuitive user interface have significantly streamlined the monitoring process. Compared to the previous solution, the system is more stable, fault-tolerant, and easier to manage, providing substantial operational efficiency and enhanced value for SAK's IT department.