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Informatica Uses Fortinet to Proactively Monitor, Manage, and Scale Its IT Infrastructure

Informatica is a leader in enterprise cloud data management and has been recognized in multiple categories as leaders in Gartner Magic Quadrant reports.[1]

Informatica's innovative data products allow enterprises to manage, govern, and assess a vast array of data in real time. With a large IT team that works within multiple product teams and across different product lines, Informatica is a leader in the big data industry. Originally offering its services primarily on-premises, Informatica has continued to innovate as it moved its solutions into the cloud, providing enterprises with intelligent data.

Vendor Sprawl

Informatica had three primary monitoring solutions in place and each was managed by different teams and monitored selective pieces of its infrastructure, making it difficult for systems engineers to work effectively across their entire organization. With hundreds of IT employees, thousands of servers, and plenty of data, Informatica needed to unify its monitoring and incident response tools, teams, and processes.

Informatica needed a single platform that could seamlessly scale as it adds new product lines and customers.

Unifying Its Team With Better Data

Because of its large IT team and infrastructure needs, Informatica saw the Fortinet FortiMonitor as a way to not only monitor its infrastructure but to also unify its teams. Informatica leveraged multitenancy features of FortiMonitor, allowing it to better organize its teams and customer deployments within a single monitoring solution. The streamlined onboarding process of FortiMonitor made the transition easy, and soon, Informatica was monitoring its entire infrastructure using only FortiMonitor and it could scale up as needed.

Now that Informatica had its monitoring in place, it started to take advantage of data it had never had before. With FortiMonitor, Informatica now had two years of historical data it could leverage and find patterns in its infrastructure. Soon, it became clear that it could improve capacity planning with the data and began performance testing.

Optimizing its capacity planning allowed Informatica to reduce costs with existing customers and optimize new customer instances.

Informatica™

"I felt it was challenging because you have to know all these monitoring solutions. One supported one thing, the other supported the other thing."

– Ani Patel, Director of DevOps for Cloud MDM

Details

Customer: Informatica

Industry: Enterprise Cloud Data Management

Location: Redwood City, CA

Highlights

- 100+ IT employees
- 1,000s of servers and devices
- 60% decrease in triage time
- Optimized capacity planning across multiple products and product lines

Proactive Monitoring and Triage

Informatica's continued performance testing and adoption of FortiMonitor will provide its IT team with better insight into existing infrastructure. With the added bonus of centralized monitoring, Informatica's network operations center (NOC) can better triage incidents as they occur, causing a decrease in the time it takes to resolve incidents.

As Informatica continues to expand its environments and use of FortiMonitor, it is finding that it can offer its customers higher service-level agreements (SLAs) with confidence. As Ani Patel said, **"A monitoring solution is basically your eyes. Unless somebody tells you exactly what's happening in your systems, I don't think you can promise any solid SLAs. FortiMonitor (previously Panopta) is going to be one of the differentiators for Informatica."**

Teams are able to easily track SLAs across different product lines, and increase the performance customers see, strengthening Informatica's products and services.

"Once we had our base templates in place, it was just straightforward onboarding for our new customers as they come in. And this was all automated through our provisioning process, so we literally did not have to do anything."

– Ani Patel, Director of DevOps for Cloud MDM

[1] Simon Walker, et al., "Gartner Magic Quadrant for Master Data Management Solutions," Gartner, January 13, 2020; and Ehtisham Zaidi, et al., "Gartner Magic Quadrant for Data Integration Tools," Gartner, August 1, 2019.

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