centreon

Monitoring for Digital Performance

Always-On IT

Introduction

The world runs on IT

IT is the heartbeat of business in a global, hyper-competitive market that never sleeps nor slows down.

IT must be always-on — with networks, services and applications performing optimally and delivering seamless customer experience. Business-critical applications must be continuously available and performing optimally – around the globe in the cloud and data centers, and on smart devices. Businesses today must have an unblinking eye on IT, ensuring service uptime and peak performance.

IT is at the very core of everything we do today in business and our personal lives. It must be available whenever and wherever business operates — without compromise.

No IT means no business

Customers and employees expect services available at their fingertips at any moment of the day and night, and the global scope of business means it truly never sleeps. Neither can IT.

Downtime or network outages can cost businesses billions from cascading failures and, worse, drive customers away.

Business today cannot afford to slow down or go down. It must be always-on, and so too must its IT operations.

Julien Mathis

CEO

A privately held company, [Centreon](#) was created in 2005 when its founders envisioned an entirely new approach to IT monitoring based on an Open Source software framework.

Today, Centreon has grown into a leader in business-aware IT monitoring. Its platform is used by enterprise customers around the world to eliminate costly downtime and align their IT operations with their business goals.

Software company since 18 years

160 employees

90 international partners

250 000 users in 60 countries

980 corporate customers

30 % average revenue growth

Centreon's digital performance monitoring platform provides global visibility into the most complex system workflows from the core to the cloud to the edge. Centreon facilitates operational excellence and digital transformation through a clear vision of complex IT environments to drive process improvement and strategic advantage.

Enterprise

AIRFRANCE

AMER SPORTS

BIOMÉRIEUX

FM►LOGISTIC

pixagility

ZF

Public / Non-Profit

ACTION AGAINST HUNGER

ASSISTANCE PUBLIQUE HÔPITAUX DE PARIS

BORDEAUX MÉTROPOLE

MINISTÈRE DE LA JUSTICE
Liberté
Égalité
Fraternité

NHS
Manchester University
NHS Foundation Trust

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

MSPs

CELESTE

elisa
SANTA MONICA

⟨|⟩ IDEMIA

monaco telecom

orange Business Services

Telefónica

To learn more, read our [customer stories](#).

A contexte of
Change Acceleration

Digital Transformation

Need for Always-On IT.
Global business never sleeps nor slows down. IT is Mission-Critical and must be Always-On. No IT. No Business

Everywhere Enterprise

Cloud & Edge Expansion.
Remote Work, VPN, Distributed Applications, e-commerce, Unified Communications and Innovative Customer Experience are the New Normal.

Business Resiliency

Robut Operations.
Ever-changing and increasingly complex technology calls for IT Operations rationalization, with less tools for a Better Visibility.

"Only 27% of CIOs rate the visibility over performance levels as excellent. "

State of IT Monitoring

To reach their full potential and guarantee the operational excellence of their IT, organizations need:

- **Monitor anything**
An open and agile platform to monitor digital performance across infrastructure, networks, DEM, logs, applications and Internet of Things devices.

- **Deploy Anywhere**
Organizations don't have to choose between cloud and non-cloud. They can monitor both and deploy both ways.

- **Best TCO**
One affordable platform can replace multiple aging tools with a lower Total Cost of Ownership.

Organizations of all sizes may benefit in many ways from the Centreon Platform, whether it is delivered as a self-hosted Centreon On-Premises software or a Centreon Cloud SaaS offer.

Avoid IT downtime and track critical events to ensure business continuity.

Increase IT Operations productivity and focus on their real job: optimizing IT performance.

Focus on digital performance and create a collaborative environment to optimize the performance of business.

Optimize IT Operations TCO. Save time and money by replacing multiple and costly tools.

Build Observability. Create an observability environment to tackle the most demanding challenges.

Embrace Sustainability. Balance IT performance with responsible use of resources.

Why Use Centreon?

Full visibility on IT

Centreon monitors the complete IT infrastructure from Cloud-to-Edge for a clear and comprehensive view.

Cloud and non-Cloud need for always-On IT: full visibility into hybrid infrastructure performance.

Zero-config connecteurs: intelligent connectivity and automatic maintenance with 700+ connectors and Auto-Discovery capabilities.

Unified vision: personalized monitoring dashboards with an unified vision.

True IT & Business Alignment
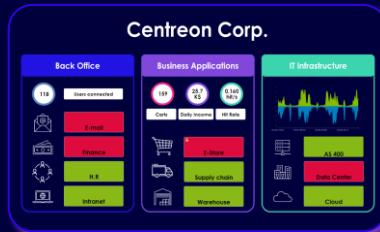
Centreon drives business performance excellence, aligning IT operations with business objectives through intuitive monitoring.

SLA management: oversee beyond IT – service mapping, UX monitoring and business insights - for a complete picture of digital performance.

Decision support: business-oriented dashboards and reporting help IT manage its priorities and right size use of resources.

Collaborative views: real-time visibility improves context for every stakeholders.

Open from the Core
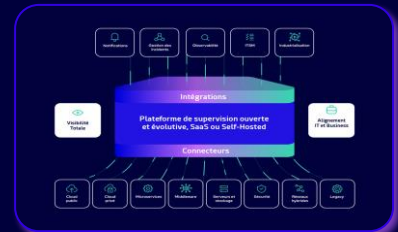
Centreon is AIOps and future-ready, promoting agility, scalability and flexibility in the never-ending journey to modern IT.

Open and extensible: open-source core for flawless agility without equivalent on the market.

SaaS or Self-Hosted: deployment models for SaaS or On-Premises.

Extensive integrations: an observability platform adapted to your horizon.

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*"Thanks to the Centreon IT monitoring platform's flexibility and scalability, we meet our clients' latest IT and business requirements. **Using just one solution, we manage legacy and cloud environments, automate all our processes, and provide highly visual dashboards to technical and managerial profiles alike**."*

Thierry Del-Monte

Director of Engineering – ITS Integra

*"As a state-of-the-art and fast-growing outsourced call centre operation, we constantly add new IT services. **I now save up to 50% of the time I used to spend on configuration by leveraging Centreon's connectors** (Plugin Packs). Our ability to serve our clients depends on flawless configuration and this is the primary advantage Centreon brings us."*

John Wotherspoon

IT Systems Architect – Ascensos

Open Source or Commercial, On-Premises or SaaS: the choice is yours

Centreon commercial editions extend the furture-ready open-source framework promoting agility, scalability and flexibility in the never-ending journey to modern IT.

- Centreon can be installed on your premises or delivered as a SaaS service: the choice is yours.
- Choose Centreon IT Edition for Cloud-to-Edge It visibility or Centreon Business Edition to align IT Operations with business objectives.
- Centreon MSP Edition is dedicated to Managed Service Providers to improve their productivity and create value for their customers.

	Open source	IT Edition	Business Edition	MSP Edition
Pricing & Support				
Pricing Model	Free	Subscription	Subscription	Pay-per-Use
Support Plan	Community	Platinum	Platinum	MCO
Future-Ready				
All-in-One Virtual Appliance	✅	✅	✅	✅
Rôle-Based Access Control	✅	✅	✅	✅
Scalable & HA	✅	✅	✅	✅
Distributed Monitoring & Operations	✅	✅	✅	✅
Seamless Integrations	✅	✅	✅	✅
Open-Source flexibility	✅	✅	✅	✅
AIOps-Ready		✅	✅	✅
Cloud-Augmented		✅	✅	✅
Holistic Visbility, from Cloud-to-Edge				
Unmatched monitoring scope	✅	✅	✅	✅
Efficient Event Management, Desktop + Mobile	✅	✅	✅	✅
Automatic Discovery Engine		✅	✅	✅
Ready-to-monitor configuration templates		✅	✅	✅
Enterprise Plugin Packs: get started in minutes		✅	✅	✅
Custom Dashboards		✅	✅	✅
AI-powered Anomaly Detection (Beta)			✅	✅
Business-oriented IT Monitoring				
Service Mapping			✅	✅
Extensive Top-Down Views			✅	✅
Cockpit Views			✅	✅
Extended Custom Dashboards			✅	✅
Graphical Views			✅	✅
Geographical Views			✅	✅
Analytics & Reports			✅	✅
SLA KPIs			✅	✅
Capacity Planning			✅	✅

Services Customer Success

Centreon Customer Success Services are designed to help organizaions make the most of their monitoring platform and their investments.

ProServices

Our Consulting team and our proven project management methodology will help customers ensure a successful deployment.

Training

We deliver training services that ensure our customers they develop the skills they need to succeed in their monitoring project.

Customer Care

Our Customer Care team provides our customers with the highest level of expertise and advice in resolving technical issues.

Customer success

Our Customer Success team works with our customers to help them achieve the best level of usage and adoption of Centreon.

Partners

Centreon's official partners work for IT operational excellence and client success. We rely on the expertise of our partners to deploy Centreon internationally.

You are looking for a partner to accompany you in your IT monitoring project: consult the list of our official partners.

You are an IT services company and you would like to become a Centreon partner? Discover the advantages of our Partner Program.

What customers say about the Centreon Customer Care

"Super: very responsive for a non-critical problem; great advice that helped us quickly identify the source of the problem."

"Centreon Tech Support is one of the best support I've seen in IT."

Source : Customer Care evaluations

www.centreon.com

A leader in digital performance monitoring, Centreon has been developing a unique expertise in monitoring infrastructure, networks, and digital user experience since 2005. A thousand clients – public organizations, enterprises, and MSPs worldwide, an extended network of 90 partners, and 250,000 users in 60 countries, count on Centreon every day. With a 160-people team working from five different countries, Centreon posts a 30% average yearly growth.

To know how we can help you, please **contact-us**.
To help you in your IT monitoring journey, find all of our free and educational resources: ebooks, guides, surveys, customer stories, tutorials and videos in our resource center.

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CORPORATE HEADQUARTERS	NORTH AMERICA HEAD OFFICE
30 rue du Château des Rentiers, 75013 Paris – FRANCE	130 King Street West Suite 1800 Toronto, M5X 1E3 – CANADA