# Emirates Global Aluminium meets all its monitoring needs using OpManager Plus and Applications Manager

Industry: Manufacturing

Company profile

Emirates Global Aluminium (EGA) is one of the largest producers of aluminium in the world and the largest in the UAE. It was established as Dubai Aluminium (DUBAL) in 1975, which was the first aluminium producing company in the UAE. Emirates Aluminium (EMAL), formed in 2007, merged with DUBAL in 2013 to form EGA as we know it today. Aluminium produced by EGA is the UAE's biggest export after oil and gas.
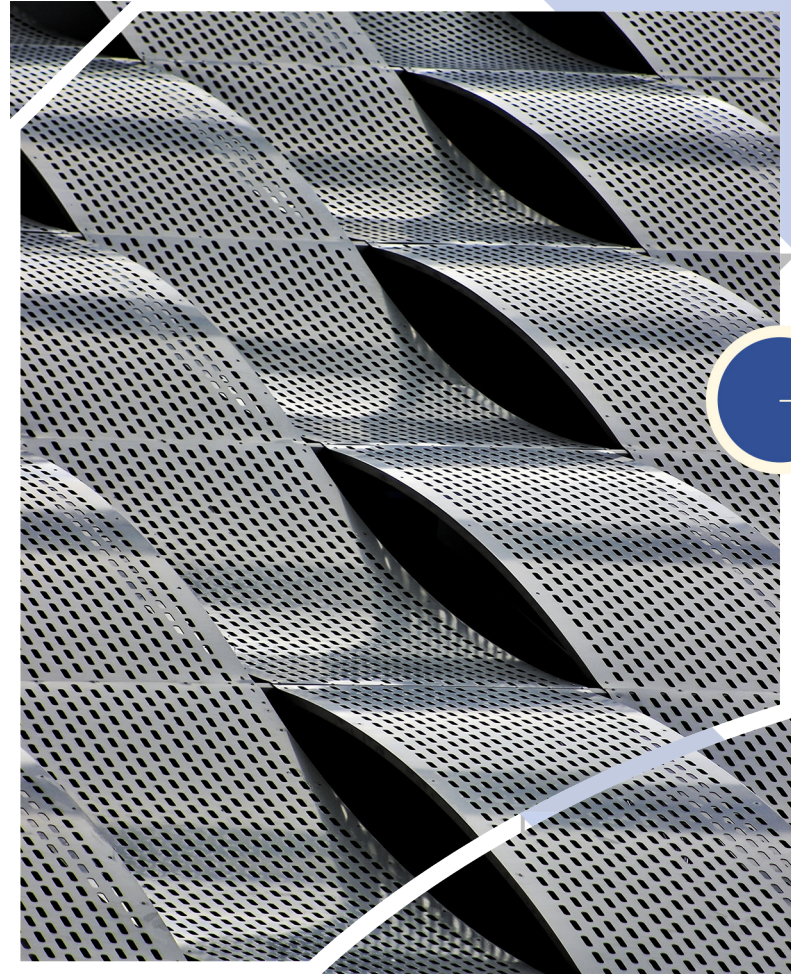
The business challenge

Every company, especially one as large and complex as EGA, needs its networks to function around the clock, as these networks directly influence its day-to-day operations. There simply is no room for error. Connectivity issues and downtime could have catastrophic and sometimes irreversible ramifications. To prevent complications like these, companies use network performance monitoring software. EGA primarily needed tools that could monitor its infrastructure, databases, and applications.

It was also essential to monitor the performance of business-critical applications. EGA was initially using Microsoft System Center Operations Manager (SCOM). EGA's IT team uses software from various vendors such as Microsoft, IBM, SAP, and Oracle. IT team members found that monitoring all these applications with the tools they were using at the time was a challenge, so they sought a single solution that could monitor this multi-vendor collection of applications. This is where Applications Manager came into play.
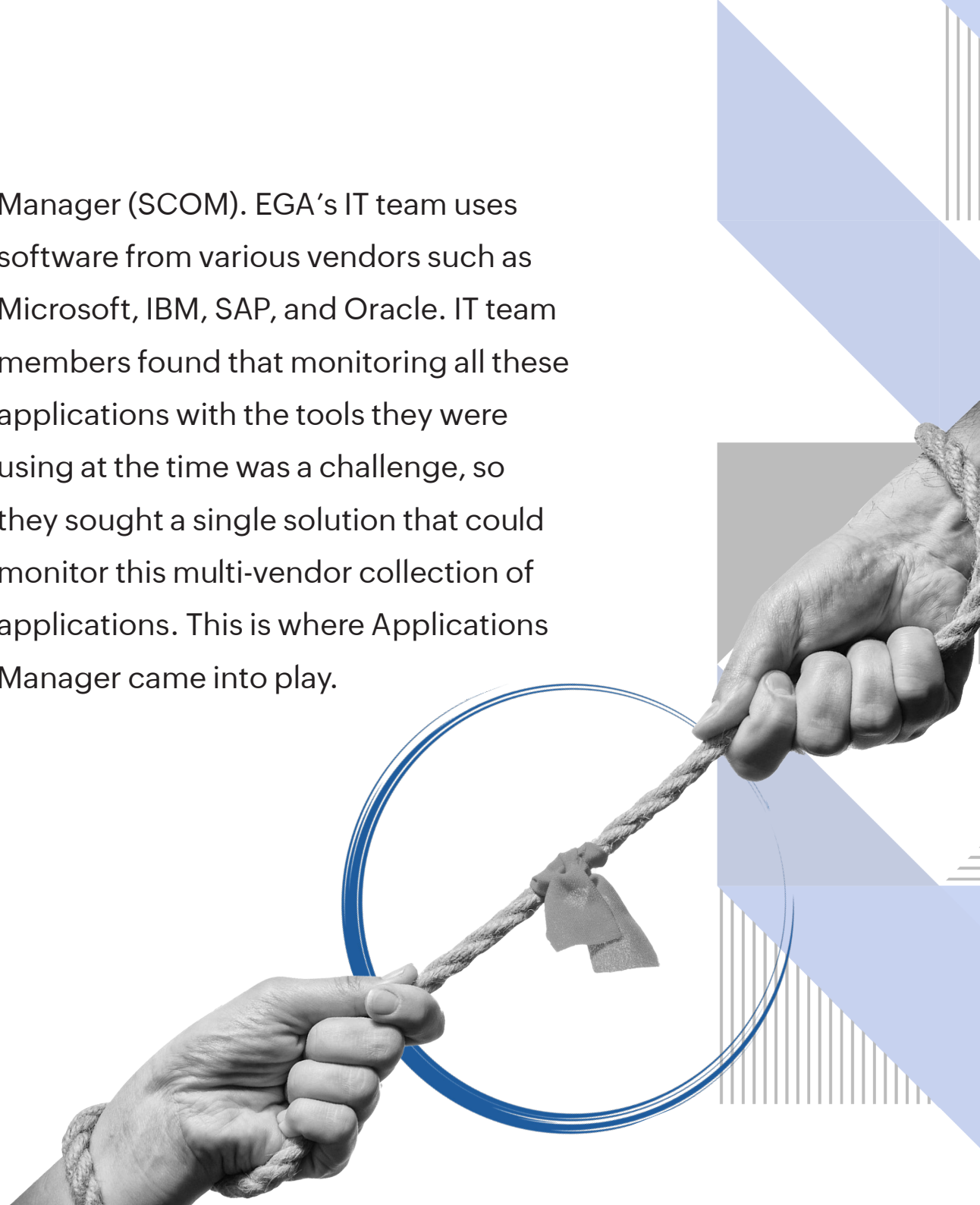
The solution: OpManager Plus and Applications Manager

OpManager Plus' biggest draws are its ease of use and affordability. It enables an organization to monitor its entire IT infrastructure by providing real-time data and offers detailed insights into various problematic areas of the network. OpManager Plus had all the network monitoring features EGA needed and more, including enterprise network and server monitoring, network configuration management, and bandwidth management. It also allows EGA to isolate any issue, find the root cause, and deploy the relevant resources to fix it quickly before it affects other areas of the network.

Applications Manager provides deep application performance monitoring, infrastructure monitoring, and digital experience monitoring from a single console. Like OpManager Plus, it also provides detailed reports and analytics along with a robust fault management and alert system.
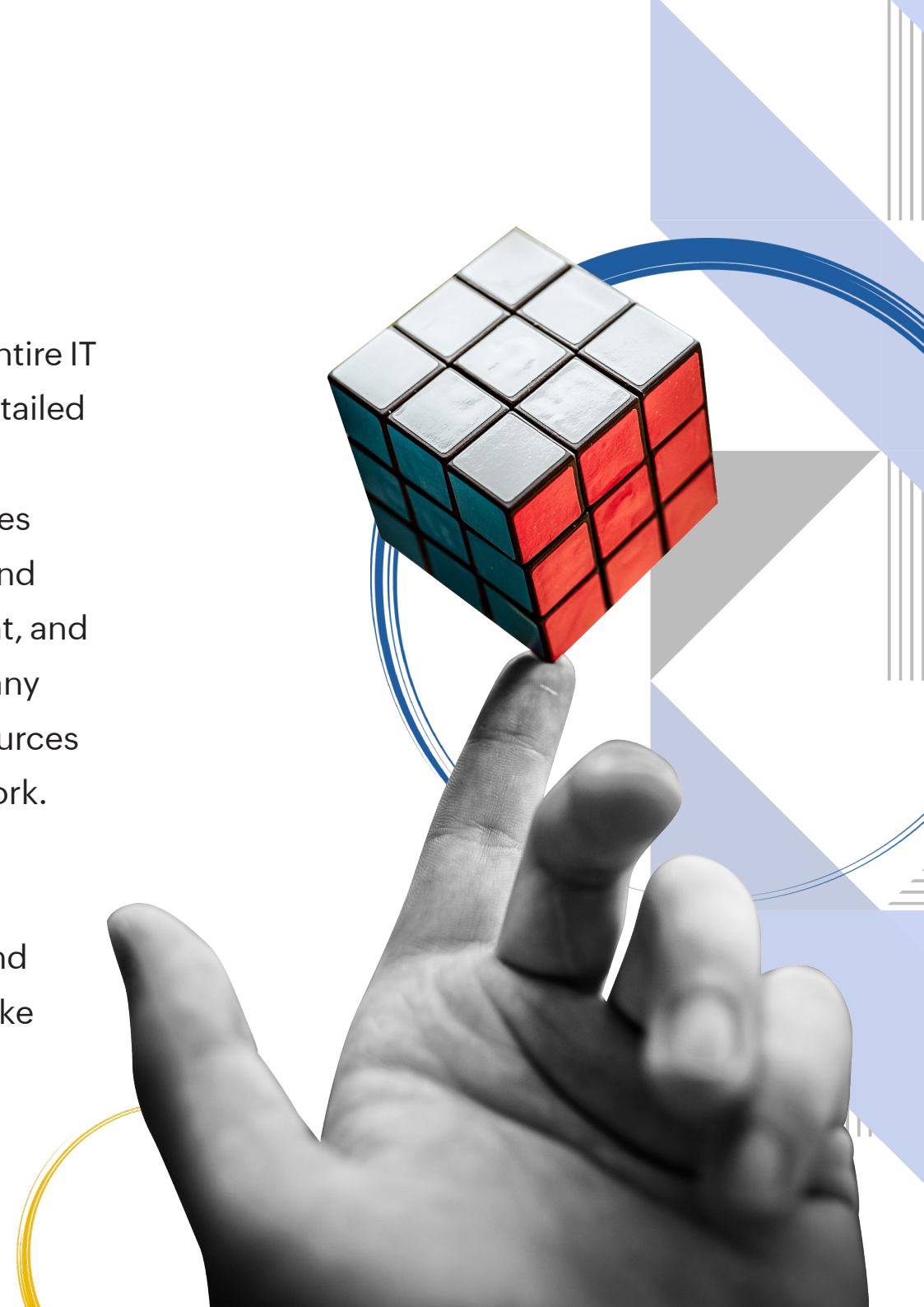
The ManageEngine experience

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As one of the largest producers of aluminium in the world with a complex network of facilities, sites and offices across the UAE, it is necessary to ensure that our IT infrastructure is functioning without fault. EGA has been using ManageEngine products for the last five years. We are extremely pleased with how they have helped us greatly streamline our monitoring and fault management processes to ensure the integrity of our IT infrastructure. We also greatly appreciate how feature-rich and user-friendly these products are.

With the rich feature sets available in ManageEngine products, the user-friendly nature of these products, and the ability to integrate them, EGA was sold on ManageEngine. EGA is one of ManageEngine's biggest customers with 3,050 OpManager Plus licenses and 1,800 Applications Manager licenses. ManageEngine has also been providing EGA with support throughout the pair's business relationship, and EGA's feedback has helped ManageEngine implement many enhancements to these products.

—Govindrajan Bhatta,
manager of ITOps and architecture,
IT services, digital transformation
Emirates Global Aluminium
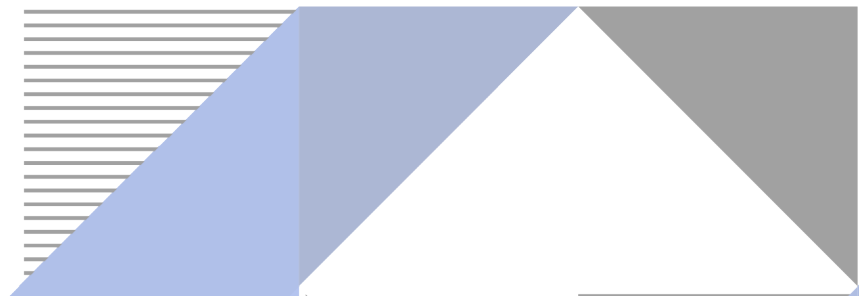
> Our relationship with EGA (Emirates Global Aluminium) is one that we highly value—one built on trust and mutual understanding. We consider it a privilege to be able to work with one of the biggest companies in the UAE.
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> —Sujoy Banerjee, associate director, ManageEngine sales

About OpManager Plus

ManageEngine OpManager Plus is a network management platform that helps enterprises, service providers and SMEs manage their data centers and IT infrastructure efficiently and cost effectively. Automated workflows, intelligent alerting engines, configurable discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system within hours of installation. Do-it-yourself add-ons extend the scope of management to include network change and configuration management, IP address management, as well as monitoring of networks, applications, databases, and virtualization. For more information about OpManager Plus, visit manageengine.com/opmanager.

About Applications Manager

ManageEngine Applications Manager is application performance monitoring software that helps businesses ensure high availability and performance for their critical applications and servers, both within the data center and in the cloud. It provides real-time insights into the performance of complex applications, their underlying infrastructure and the experience of users—all from a single pane of glass. Enterprises worldwide trust Applications Manager to improve their operational performance, support digital transformation initiatives and improve customer engagement without being hampered by performance challenges. For more information about Applications Manager, visit manageengine.com/apm.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises—including 9 of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT. For more information, please visit manageengine.com, follow the company blog and get connected on LinkedIn, Facebook and Twitter.