ManageEngine
Site24x7

VEOLIA

Building a greener tomorrow:

How Veolia ensures IT excellence
with Site24x7

About

As a global leader in environmental solutions, Veolia is at the forefront of tackling some of the planet's most pressing challenges—from renewable energy and water treatment to waste management and the circular economy. But to support such critical work, the company's IT operations must run like clockwork.

Location
Belgium & Brussels

Industry:
Environmental services

"Site24x7 helps us save time, resolve issues faster, and make better use of our resources. I'd recommend it to anyone looking for a reliable and accessible monitoring solution."

— **Stefaan Cologne, System Engineer, Veolia**

The challenge: Overcoming legacy limitations

With over 600 servers and 2,000 clients under its watch, the infrastructure team, Veolia's infrastructure team plays a critical role in keeping the company's digital backbone robust, reliable, and aligned with its mission of building a greener tomorrow.

According to Stefaan Cologne, system engineer, the team was becoming increasingly constrained by its legacy Nagios-based monitoring setup, as it required extensive manual configuration, depended on complex VPN connections, and offered limited visibility while the company's cloud environment continued to expand.

These pain points translated into slower issue detection and inefficient troubleshooting, an operational risk for an enterprise driving sustainability across multiple locations.

"We needed a monitoring solution that could scale with us, simplify troubleshooting, and provide faster, more actionable insights."

— **Stefaan Cologne, System Engineer, Veolia**

But it wasn't just about scale or speed. Veolia also needed a platform that integrated seamlessly with AWS, delivered real-time alerts, and enabled proactive management of both on-premises and cloud-based assets. With a cloud-first vision in motion, the company's monitoring solution had to be future-ready.

The solution: Smarter monitoring with Site24x7

In December 2023, Veolia made a decisive pivot to Site24x7. The result? A seamless migration, faster response times, and newfound agility in managing its complex IT landscape.

"With Site24x7, I can log in from anywhere, access critical metrics instantly, and troubleshoot issues faster than ever before."

— **Stefaan Cologne, System Engineer, Veolia**

Gone were the VPN roadblocks. Thanks to Site24x7's cloud-based architecture, the team could monitor infrastructure remotely, accelerating incident response and simplifying day-to-day operations. Performance metrics, alert histories, and root cause analyses became available in a click, allowing the team to stay one step ahead, always.

Zeroing in on performance: Features that make a difference

Website monitoring: Keeping digital services accessible

To maintain seamless access to critical digital services, Veolia relies on Site24x7 to monitor 11 high-priority URLs across three strategic locations. This real-time visibility allows the team to detect availability issues early and act before users are impacted—removing blind spots from its web infrastructure.

Server monitoring: Proactive performance management

With 319 servers under continuous watch, Site24x7 tracks core performance metrics like CPU usage, memory load, and disk space utilization. Instant alerts for anomalies allow the team to intervene before issues snowball—ensuring maximum uptime and optimal resource usage.

AWS monitoring: Cloud-native observability done right

Veolia's AWS environment is a critical part of its digital transformation journey. Site24x7 provides comprehensive insights into EC2 instances, backups, and load balancers, giving the team full clarity over its cloud infrastructure. Using

AWS tagging, the team can manage multiple accounts efficiently and ensure complete coverage of all key resources.

↗ Root cause analysis: From symptom to solution in seconds

Whenever a server experiences an unexpected reboot or outage, Site24x7's built-in root cause analysis feature gets to work, pinpointing the exact trigger, whether it's a system process, manual change, or external factor. This has significantly reduced the time the team spends digging through logs, accelerating resolution and improving service continuity.

↗ Process insights: Eliminating resource bottlenecks

The platform's CPU and memory usage insights help Veolia's team spot resource-hungry processes instantly. This visibility allows the team to optimize workloads, reduce strain, and improve infrastructure efficiency, ensuring every bit of compute power is used wisely.

↗ Custom dashboards: One view to rule them all

With Site24x7's intuitive dashboards, Veolia's team has built a real-time command center for its operations. Key health metrics are centralized, visual, and easy to interpret, making incident detection and response both faster and more precise.

"Site24x7's web-based interface is a productivity booster; it's simple, intuitive, and incredibly effective."

— **Stefaan Cologne, System Engineer, Veolia**

The impact: Time saved, risks reduced, and operations optimized

Site24x7 has become more than a monitoring tool for Veolia—it's now an essential part of how the company maintains IT resilience. From reducing troubleshooting time and simplifying team workflows to delivering actionable insights across hybrid environments, Site24x7 has enabled Veolia's IT team to stay focused on what really matters: supporting the company's sustainability mission through dependable, high-performance digital infrastructure.

By consolidating monitoring across systems, improving response times, and offering cloud-native visibility, Site24x7 is helping Veolia build not just a greener tomorrow but a smarter, more reliable one too.

About ManageEngine Site24x7

 ManageEngine Site24x7 is a SaaS-based, full-stack observability platform that delivers unified visibility into modern, distributed IT environments. Built for DevOps, SREs, IT operations, and platform engineering teams, it offers deep insights across metrics, logs, traces, and real-user data—all through a single, intuitive dashboard. Supporting over 1,000 technologies, including public clouds, containers, middle-tier applications, and network devices, Site24x7 helps more than 13,000 organizations worldwide ensure uptime, performance, and digital resilience. Its AIOps capabilities reduce alert noise, uncover anomalies faster, and accelerate resolution. Mobile apps and multi-channel notifications keep teams connected and responsive wherever they are.

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