

GIANT EAGLE, INC.

CREATING A WORLD CLASS MONITORING ENVIRONMENT






Founded in 1931, Giant Eagle, based in Pittsburgh, PA, is one of the 40 largest privately-held and family-operated companies in the USA. Giant Eagle serves more than five million customers annually through nearly 400 retail grocery and fuel station locations in Pennsylvania, Ohio, West Virginia and Maryland.

The Challenge


Giant Eagle rapidly expanded their IT environment, and had outgrown an antiquated enterprise monitoring toolset. TruePath was engaged to implement op5, a new, robust enterprise monitoring system to detect and alert any failures in over 15,000 network and IT devices.

Needed a solution that would:

-  Implement and install a completely new monitoring software solution
-  Migrate information and nodes from existing tools
-  Educate and train staff and NOC teams

The Solution




TruePath provided an ongoing service and acted as the lead engineering group for the op5 software to Giant Eagle. With this, TruePath installed, configured, engineered and continues to upgrade, edit, configure and patch, as necessary, the op5 monitoring software tool to get the most benefit for Giant Eagle and their customers.

 TruePath has been a terrific partner for Giant Eagle, by providing technically sound, efficient, and cost effective managed services for our IT infrastructure. "

Steve Mittereder
Senior Technical Manager, Giant Eagle

The Results

TruePath's work with Giant Eagle as a managed service provider for the past 2 years has allowed Giant Eagle to implement numerous improvements to their systems monitoring. There have been specific, tangible results from implementing the op5 software, including:

-  Refinement and management over 50K service checks
-  Time and cost savings as TruePath has served as the interface to the software vendor
-  Improved detection and alerts through TruePath's online ticketing system, which is easy to use and provides a base for tracking requests, timelines, and managing accountability