

## CASE STUDY

# Simac ICT Belgium Uses DX UIM to Monitor the Health of Thousands of Devices

## Simac ICT Belgium

### CLIENT PROFILE

Site: [www.simac.com](http://www.simac.com)

Industry: Strategic Information and Communications Technology Integrator

Employees: 200 (2023)

Revenue: €313.1 million (2022)

### BUSINESS

Since 1971, Simac has provided specialized Information and Communications Technologies (ICT) including infrastructure optimization, business management, and data center solutions to industry giants and SMEs in the Benelux region. The Simac ICT Belgium team specializes in operating as a regional MSP, IT monitoring solutions provider, IT consulting and systems integration, and IT project management.

### CHALLENGES

Designing, implementing, and managing customizable enterprise-grade virtual infrastructure monitoring solutions that offer full-stack observability to serve a diverse client base across on-premises, virtual, and cloud environments.

## Business

### A Legacy of Providing Managed Information and Communications Technology and Network Services in the Benelux

Founded in 1971, Simac Techniek NV is a family enterprise that offers a variety of technical services and solutions through its network of specialized subsidiaries. One of those subsidiaries, Simac ICT Belgium, was established one year after its parent company in 1972 and focuses on the monitoring, integration, and optimization of the Information and Communications Technology (ICT) infrastructure for some of the most established firms in the Benelux region (Belgium, the Netherlands, and Luxembourg).

A who's who of the European telecommunication and business sectors, the Simac ICT Belgium client roster includes companies like Liberty Global, Ziggo, Vodaphone, AG Insurance, and a list of equally recognizable small-to-medium enterprises (SMEs) from the Benelux region. Partnering with A-list solution vendors, the 200-person staff at Simac ICT Belgium focuses on ICT integration, business management, infrastructure observability, data center services, and connectivity assurance.

## Challenge

### Designing and Managing Enterprise-Grade Infrastructure Monitoring Solutions for a Diverse Client Base

Designing and maintaining the services that keep its own internal virtual infrastructure, cloud-based network, and infrastructure monitoring services is core to Simac ICT Belgium's success. Simac ICT Belgium's comprehensive, turnkey managed services relieve its clients' IT departments of the pressure of specifying, building, and maintaining complex infrastructure monitoring systems on their own.

Jurgen Van Puyenbroeck is the Simac monitoring group unit manager. He has been a Simac employee for 27 years and has been a member of Simac ICT Belgium's monitoring group since the early 2000s. Van Puyenbroeck is responsible for the group's engineering efforts, as well as overseeing the health of the network infrastructures for both Simac and its clients.

## SOLUTION

DX UIM from Broadcom: Web-scale reliability and seamless interoperability between the AIOps by Broadcom ecosystem and complementary third-party solutions.

## BENEFIT

Implementing DX UIM, Simac gained unparalleled visibility across its environment and its customers' virtual stack, as well as the ability to expand its managed services portfolio by offering customized, value-added services to clients.

**It's about visibility – visibility across the whole virtual stack. DX UIM shows us every VMware level, from the hypervisor to each application running in the VMware environment. That granular insight into the health and performance of each application and process keeps everything running smoothly.**

JURGEN VAN PUYENBROECK  
MONITORING UNIT MANAGER  
SIMAC ICT BELGIUM

As Van Puyenbroeck explains, “Simac monitors the health of thousands of devices for our SME and enterprise clients from our own cloud. We oversee the devices that make up our client’s virtual and storage environments: their VMware machines, SQL databases, NetApp storage, and HPE SimpliVity hyperconverged infrastructure. At the same time, we provide detailed insights into the state of their cloud and hybrid network infrastructures, including Azure and related SaaS technologies like Office 365.”

To provide these services, Simac ICT Belgium required a customizable solution with a vendor-agnostic open architecture and full-stack observability they can rapidly configure to monitor any on-premises, virtual, public cloud, or hybrid infrastructure environment.

## Solution

### A Complete Overview of Everything

To fulfill its list of requirements, the Simac ICT Belgium monitoring team relies on AIOps by Broadcom—in particular, Broadcom® DX Unified Infrastructure Management (DX UIM)—to form the foundation for its managed service offerings. Their choice was rooted in the MSP’s long-standing history of success with Broadcom solutions, the DX UIM web-scale reliability, and the seamless interoperability between the AIOps by Broadcom ecosystem and complementary third-party systems.

“Running the DX UIM environment in the Simac cloud is critical to our ability to provide effective monitoring solutions to our SME and full enterprise clients,” says Van Puyenbroeck. “DX UIM gives our customers deeper visibility into their virtual layer and data centers. It provides a complete overview of everything from their physical on-premises devices to their virtual appliances and the applications they run in the cloud.”

In addition to centralizing on DX UIM for internal and customer IT monitoring, Simac also uses DX NetOps for network management and configuration.

## Benefits

For Simac and Van Puyenbroeck, the greatest advantage of running DX UIM boils down to a single word: *visibility*.

“It’s about visibility—visibility across the whole virtual stack,” says Van Puyenbroeck. “DX UIM shows us every VMware level from the hypervisor to each individual application running in the VMware environment. That granular insight into the health and performance of each application and process keeps everything running smoothly.”

Discussing the importance of complete end-to-end visibility, Van Puyenbroeck highlights the importance of customer expectations for visibility without barriers. “With most companies, customers are looking for the visibility of their environments, starting with the physical devices still in their own data center, to the cloud, and the whole path between. We manage this with DX UIM, and this is our message to the customer: We can provide this visibility at specific technology layers, the entire infrastructure layer, and the whole level between the physical devices on their own data center through to the virtual appliances in the cloud and applications running in the cloud. DX UIM monitors and covers it all.”

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Beyond enjoying the benefits of enhanced visibility, by leveraging the highly configurable DX UIM solution, the Simac ICT Belgium monitoring team can offer its clients customized services that improve the end-to-end transparency of both their physical and virtual infrastructures.

“With DX UIM, we can offer custom dashboards and provide an extra level of client service, giving them enhanced visibility into their entire stack,” says Van Puyenbroeck. “By discussing clients’ requirements and identifying their needs, we can extend DX UIM to deliver dashboards that fill information gaps in their network operations centers or customer service desks, anywhere they need it.”

By enabling Simac ICT Belgium to provide its clients with that higher level of customer service, its proactive dashboard development strategy for DX UIM has also extended the company’s managed services portfolio.

“Far from being one-off solutions, DX UIM dashboards like the ones we developed for NetApp and HPE SimpliVity provide added value we can now offer to a new generation of enterprise clients,” says Van Puyenbroeck.

For more information, visit our website at: [www.broadcom.com](http://www.broadcom.com)

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SIMAC-DX-UIM-CS100 January 11, 2024