

Leeps transforms network complexity into operational confidence with Site24x7



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If someone asks me for a network monitoring system, I always name Site24x7.

Richard Rensen

CTO, Leeps



About

Leeps is a managed service partner specializing in enterprise network infrastructure and connectivity. Founded in 2021, the company works with organizations that have internal IT teams but require deeper expertise in designing, operating, and securing complex network environments.

Leeps acts as an extension of these teams, helping customers manage the critical infrastructure that connects their operations. While many of its customers are based in Europe, their infrastructures often span multiple regions and branch locations worldwide. Supporting these distributed environments requires continuous visibility into network availability and performance, making monitoring a key component of Leeps' managed services model.



Location

Letherlands



Industry

Managed service partner



The challenge: Building enterprise-grade monitoring for a growing MSP

Leeps delivers managed network services across multiple enterprise customers, each with complex infrastructures spread across data centers, branch offices, and network devices in different locations. To ensure service reliability and performance, maintaining continuous visibility across these environments is critical.

When the company launched in 2021, implementing a monitoring platform became one of its first operational priorities. As a growing MSP, the team wanted to avoid building and maintaining its own monitoring infrastructure or deploying complex on-premises monitoring systems.

Instead, Leeps aimed to adopt a cloud-based monitoring platform that could support distributed customer environments while remaining simple to deploy and cost-effective as the company expanded.



The solution: Implementing Site24x7 for scalable monitoring

To support its monitoring requirements, Leeps evaluated several enterprise monitoring platforms, including SolarWinds and LogicMonitor. The team needed a solution that could deliver enterprise-level monitoring capabilities while retaining the cost efficiency required to support its MSP operating model.



Several requirements guided the evaluation:

- ➔ A cloud-based architecture that would eliminate the need to operate monitoring infrastructure internally.
- ➔ Support for distributed customer environments and network devices.
- ➔ Compatibility with Linux-based systems used within customer infrastructures.
- ➔ A solution that would remain cost-effective for a growing MSP.

ManageEngine Site24x7 stood out as a platform that closely matched Leeps' technical requirements and operational approach. As a cloud-based solution, it allowed the team to begin monitoring immediately without deploying additional infrastructure or managing complex implementation projects.

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Because it was cloud-based, we could start using it directly from the beginning and immediately begin monitoring the services we needed.

Richard Rensen

CTO, Leeps

Monitoring distributed customer infrastructures

Today, Leeps uses Site24x7 as part of its managed services platform to monitor its customers' network environments.

Many of the infrastructures managed by Leeps span multiple locations. A typical environment may include one or two data centers in Europe along with several branch offices operating in regions outside of Europe. These environments contain numerous network devices—including routers, firewalls, and switches—that must remain continuously available.

To monitor internal network services, Leeps deploys On-Premise Pollers within customer environments. These pollers allow the team to monitor internal infrastructure while maintaining centralized visibility through the Site24x7 platform.

With this setup, the Leeps network operations center (NOC) can monitor the availability of network devices, track internet connectivity, and observe key performance metrics across multiple customer environments.



Reliable support for a growing MSP

Beyond the monitoring capabilities of the platform, the Leeps team highlighted the importance of strong product support—particularly for MSPs responsible for customer infrastructures.

According to Rensen, responsive and reliable support has been an important part of the experience since the company began using the platform.

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Support is key for an MSP. From day one, the Site24x7 support team has been responsive and helpful, which gives us confidence in the product.

Richard Rensen

CTO, Leeps

For a service provider supporting multiple enterprise environments, the high level of support from ManageEngine helps the team maintain confidence in the monitoring tools that underpin its operations.

Supporting NOC operations with proactive monitoring

Leeps operates a structured support model designed to respond efficiently to incidents and performance issues. The NOC provides first- and second-line support, while a third-line engineering team handles more complex investigations and escalations.

Site24x7 plays a critical role in the early stages of incident response. When alerts are triggered, the NOC team uses the platform to perform the first level of analysis. Monitoring data helps engineers determine whether systems are reachable, identify potential performance degradation, and understand whether an issue is isolated to a single environment or affecting multiple locations.

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Our NOC uses Site24x7 for the first analysis—checking whether systems are reachable or if there’s performance degradation.

Richard Rensen

CTO, Leeps

This visibility allows the team to quickly assess the scope of an issue before engaging customers or escalating internally.

Integrating monitoring into operational workflows

Site24x7 is integrated with several internal systems that support Leeps' operational processes. When an alert is triggered, the platform sends notifications through webhooks to the company's service management platform, where a ticket is automatically created. This allows incidents to be captured and managed quickly within the team's existing support workflows.

These integrations help the team streamline alert handling and ensure that monitoring events are routed to the appropriate support teams for investigation.

In addition, the team uses the Site24x7 API to retrieve monitoring data such as SLA metrics and infrastructure availability. This information is used to generate service reports that provide customers with clear visibility into the performance of their environments.

Identifying large-scale incidents with cross-environment visibility

The centralized visibility provided by Site24x7 also helps Leeps quickly identify broader infrastructure issues that affect multiple environments.

In one instance, alerts appeared simultaneously across several infrastructures. Because these alerts were visible across different customer environments within the Site24x7 platform, the team quickly recognized that the issue was not isolated to a single network.

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We noticed that network links across different customers in Spain and Portugal went down at the same time. That helped us quickly determine this was likely a regional power issue rather than a customer problem.

Richard Rensen

CTO, Leeps

This type of cross-environment visibility helps the Leeps team quickly understand the scope of incidents and determine whether issues are isolated or part of a broader infrastructure event.



Supporting enterprise networks at every location with Site24x7

For Leeps, Site24x7 has become an integral part of how it monitors and supports customer network environments. The platform's cloud-based approach allows the team to track availability, investigate alerts, and maintain visibility across distributed infrastructures.

As an MSP, this level of insight, combined with responsive product support, helps the team operate with confidence while supporting multiple enterprise customers.

Today, Site24x7 is not just part of Leeps' monitoring stack. It is the platform the team relies on and recommends when evaluating network monitoring solutions.

About ManageEngine Site24x7

ManageEngine Site24x7 is an AI-powered observability platform for DevOps, SREs, and IT operations. Its cloud-based capabilities help monitor, predict, analyze and troubleshoot problems related to the internet, websites, applications, microservices, servers, containers, virtualized and multi-cloud environments and network infrastructure — all from a single console.

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