Kaseya Traverse Helps Miso Administer one of the World's Largest Energy Markets

Traverse Serves as a Tier 1 Mission Critical Application Used in MISO's 24x7 NOC

The Midcontinent Independent System Operator, Inc. (MISO) is an Independent System Operator (ISO) and the Regional Transmission Organization (RTO) that provides open-access transmission service and monitors the high voltage transmission system throughout the Midwest United States and Manitoba, Canada.

MISO provides Reliability Services by monitoring net scheduled interchange between various parties. MISO also provides Market Services, which is broken down into day-ahead market and 5-minute market. This is considered to be one of MISO's most important functions as they calculate the least expensive "plan" that "won't break the grid". These solutions are then transmitted to various power producers/consumers. With such a critical function to manage, MISO cannot afford delays that are caused by poor performance of IT infrastructure and so they required a monitoring system that could address the unique needs of their operation, and provide warnings and actionable information to quickly resolve IT issues.

Why Traverse

The primary factors for selecting the Traverse solution over the 'Big--4' was the lower total-cost-of-ownership, easy extensibility using the API and Plug-ins framework, proven scalability and availability of integrated Business Service Management (BSM) capability.

The open API/Plug-in was critical because MISO needed to monitor all of its custom applications. For example, the plug-in framework today is being leveraged to check the date/time of the UDF case files (set-points for electricity generating stations) that are sent to providers. If the files are older than 5 minutes, alarms are triggered. There are over 30 such plug-in monitors for different areas of MISO's operation (Joint Operations Agreement, Control Area Data Exchange, etc.).

The BSM component in the Traverse solution was very important also, as MISO was not as concerned about being notified of the failure of one piece of hardware, as needing to know immediately if a business process was failing as a result of IT infrastructure issues.

Kaseya Customer
MISO
Power Transmission System Operator
North America
www.misoenergy.org

About MISO
The Midcontinent Independent System Operator, Inc. (MISO) supports the constant availability of electricity in 15 U.S. states and the Canadian province of Manitoba. This responsibility is carried out by ensuring the reliable operations of nearly 94,000 miles of interconnected high voltage power lines that support the transmission of more than 100,000 MW of energy in the Midwest, by administering one of the world's largest energy markets. The organization is headquartered in Carmel, Indiana with operations centers in Carmel and St. Paul, Minnesota.

Location	Hourly Day Ahead HE 20			5-Minute Real Time 19:05			Delta		
	LMP	MLC	MCC	LMP	MLC	MCC	LMP	MLC	MCC
AEC	27.76	-0.59	0.52	21.15	-0.17	0	6.61	-0.42	0.52
AECI	26.76	-0.56	-0.51	20.48	-0.84	0	6.28	0.28	-0.51
AEP	29.1	-0.61	1.88	21.48	0.16	0	7.62	-0.77	1.88
ALTE.ALTE	25.22	0.76	-3.37	21.39	0.07	0	3.83	0.69	-3.37
ALTE.COLUMBAL1	23.94	-0.15	-3.74	20.95	-0.37	0	2.99	0.22	-3.74
ALTE.EDGG5G5	25.09	-0.15	-2.59	21.52	0.2	0	3.57	-0.35	-2.59
ALTW.ALTW	24	0.58	-4.41	20.27	-1.05	0	3.73	1.63	-4.41
ALTW.DAEC	22.63	-0.27	-4.93	19.92	-1.4	0	2.71	1.13	-4.93
ALTW.EMERY31	21.84	-0.02	-5.97	19.62	-1.7	0	2.22	1.68	-5.97
ALTW.FPL_DAEC	22.63	-0.27	-4.93	19.92	-1.4	0	2.71	1.13	-4.93
ALTW.OTTUMW1	22.73	-0.68	-4.42	19.83	-1.49	0	2.9	0.81	-4.42
AMIL.BALDWI52	27	-1.1	0.27	20.52	-0.8	0	6.48	-0.3	0.27
AMIL.CLINTO51	27.49	-0.71	0.37	20.8	-0.52	0	6.69	-0.19	0.37
AMIL.HAVANA86	27.58	-0.92	0.67	19.85	-1.47	0	7.73	0.55	0.67
AMIL.HENNEPN81	27.04	-0.16	-0.63	20.48	-0.84	0	6.56	0.68	-0.63
AMIL.TILTNCC1	27.51	-1.5	1.18	21.31	-0.01	0	6.2	-1.49	1.18
AMIL.VERMILN83	27.64	-1.37	1.18	21.39	0.07	0	6.25	-1.44	1.18
AMIL.WOODRW51	26.95	-0.77	-0.11	20.87	-0.45	0	6.08	-0.32	-0.11
AMMO.CALLAWAY1	26.2	-0.91	-0.72	20.24	-1.08	0	5.96	0.17	-0.72
AMMO.LABADIE3	26.23	-0.93	-0.67	20.17	-1.15	0	6.06	0.22	-0.67
AMMO.LABADIE4	26.2	-0.96	-0.67	20.19	-1.13	0	6.01	0.17	-0.67
AMMO.WVPA	27.1	0.07	-0.8	21.24	-0.08	0	5.86	0.15	-0.8

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How MISO is Using Traverse

Today Traverse is a "Tier 1" (mission critical) application used in MISO's 24x7 NOC where a number of operations engineers use the Traverse Event Manager as their primary console.

The extensible nature of Traverse has allowed MISO to customize various aspects of the solution - for example, an audible alarm played through the speakers in the NOC when problems with certain critical tests are detected (achieved via Plug-in action). Or, when a new event appears in the Event Manager, the engineer is able to launch context sensitive documents hosted on the internal Wiki that contain troubleshooting and escalation information (Plug-in help).

The federated security model is used heavily to allow different system/network groups to manage their own devices, configure new devices in a staging area and then move them into production department where the NOC takes over. Traverse is installed in a distributed environment across MISO primary and backup (disaster recovery) sites, and is configured in fault-tolerant manner.

Traverse Capabilities:

- Plug-in Extensions
- Virtualization Monitoring
- Event Processing Rules
- Traverse API
- Business Containers
- SLA Manager

Supported Infrastructure:

- Cisco
- Active Directory
- HP Proliant DI385
- WebLogic

To learn more about Kaseya Traverse, please visit:
www.kaseya.com/solutions/traverse

For your FREE trial, visit:
www.kaseya.com/traverse

"Traverse is helping us deliver on our commitments to our partners by providing us the critical capabilities to ensure the effective and efficient monitoring, management and operation of our wide range of custom applications and related IT infrastructure."

– Technical Manager, Network Ops

About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**

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