

Dramatic Improvements in Uptime by Switching to SolarWinds

A US based media distribution company with five data centers containing around 150 servers and 250 network devices replaced HP® network monitoring with SolarWinds® and got even more than they thought they would.

“Clumsy and expensive” is how network engineer Fernando Villamil describes the HP network monitoring solution that was previously being used. “It was very difficult to drill down into issues and required a number of steps to troubleshoot problems. We didn’t have the visibility we needed and didn’t have a good way to create reports on our service levels.”

Enter SolarWinds

Due to the nature of their client’s business, it was critical that the company be able to provide reliable network and application services during non-business hours. They quickly determined that they needed a solution that provided round the clock monitoring coverage for their multi-vendor devices and applications.

Additionally, they wanted a scalable and modular solution that included real-time intelligent alerting, the ability to create and distribute custom reports to their end customers and management, and provided visibility across their entire infrastructure in a single-pane-of-glass.

Once the company made the commitment to a change from HP, they selected a fully integrated suite of products from SolarWinds.

- With **Network Performance Monitor’s** custom dashboards they can view the performance and overall health of the network.
- **NetFlow Traffic Analyzer** gives visibility into traffic going in and out of remote sites and data centers.
- For bulk configuration changes, change management, and reporting on standardization across systems they use **Network Configuration Manager**.
- **IP Address Manager** provides automated monitoring and management of IP addresses and DHCP scopes and utilization
- **Server & Application Monitor** keeps an eye on the health and performance of servers and applications including SQL®, Windows® clustering, BIND, Sharepoint®, vCenter® and SAP®.

The Results

Results exceeded expectations. “We saved over 30% in license and maintenance costs, significantly increased monitoring coverage to include servers and applications, added the ability to manage device configurations, added automated IP address management and began monitoring our virtualization environment,” said Villamil. “But most importantly, we improved our uptime from 95% to 99.89% for the last month. We now have the ability to set and report on SLAs with our customers which helps create more value for the IT organization.”

“We love the way the SolarWinds supports multi-vendor systems out-of-the-box. If they don’t have support then we can create a custom poller or get one from the user community, thwack®.”

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.


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