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Server & Application Monitor Reduces Troubleshooting Time at Munters from Days to Minutes

Munters creates optimized climate-control solutions for customers in segments like pharmaceuticals, food, electronics, and agriculture for offices, datacenters and other commercial premises. Munters' solutions raise customer productivity, quality and comfort based on efficient energy utilization. The Group has close to 2,200 employees in more than 30 countries.

IT Management Challenge

Munters has a strong SQL and Oracle database footprint which drives their power production systems and applications that are architected in-house. The company had little visibility into the performance of their SQL and Oracle databases from different perspectives – and how they were impacting application performance.

For example, there was no visibility into details of processes and services specifically related to application performance and how the components of the SQL server processes and Oracle processes performed. In the case of a poorly performing SQL or Oracle database, the team couldn't identify the aspects of the poor performance and isolate the issue or even the reason for the occurrence.

Munters Selects SolarWinds

Because Russ Harland, Senior Systems Administrator at Munters, used NTA and NPM years ago, he had good familiarity with the SolarWinds brand of software – easy-to-use and feature-rich. He also read about Server & Application Monitor and knew it would give him a logical and easy way to see performance issues, and also show historical performance to get a holistic picture of what was occurring in the environment.

Results & Look Ahead

Before using SAM, Munters lacked visibility and it would take multiple work days to chase down where problems were coming from - and that was if they were lucky and had an incident where they could look at time stamps. Sometimes they could narrow it down to a specific server, but never get to the root cause. Now, with Server & Application Monitor, it takes about a minute to look at all the components across their network, application and database environment to determine the occurrence of a problem and isolate the root cause. SAM also is used by Russ to look into specific process monitors and get a view in a single pane of glass of the health of all the servers across the globe running their key archival program for engineering drawings.

CLIENT STATISTICS

- **7 locations in the Americas; 50-60 sales & engineering offices**
- **125 servers - 95% virtualized**
- **SQL & Oracle production systems**

"Now thanks to Server and Application Monitor and Network Performance Monitor, we have amazing visibility about past, present and future. SAM is gigantically valuable to us; we finally have all the information that we always needed."

- Russ Harland, Senior Systems Administrator, Munters

"Before using Server & Application Monitor and NPM, we also did not have the ability to have a fact-based discussion with our application delivery folks when a SQL database was performing poorly. There are so many aspects to that conversation – there could be a CPU bottleneck, a network issue, an application bottleneck or a SQL bottleneck, it could be poorly written code, and so on. We just were not making any progress to understand what was going on in the environment," said Russ. "Now we can provide strong, verifiable information in one pane of glass, so when we do encounter performance issues, we no longer get contacted 5 minutes after the issue - we know in advance."

"Thanks to Server and Application Monitor and Network Performance Monitor, we have amazing visibility about the past, present and future. SAM is gigantically valuable to us; we finally have all of the information that we always needed," said Russ. "When we do encounter performance issues, we are now armed with a wealth of information and don't have to scramble to look at things to figure out what happened."

Russ leverages SAM's dynamic service grouping feature which gives him a quick look into server performance issues grouped by SQL servers, Oracle databases and other application types, making it easy for to drill down and report on performance.

Going forward, Munters is rolling out more functionality and staring to do more server and application monitoring for the team based out of their global headquarters in Sweden. "We showed our IT counterparts in Sweden the product, and they were blown away," said Russ. Moving to a global network is something Munters feels very strongly about.
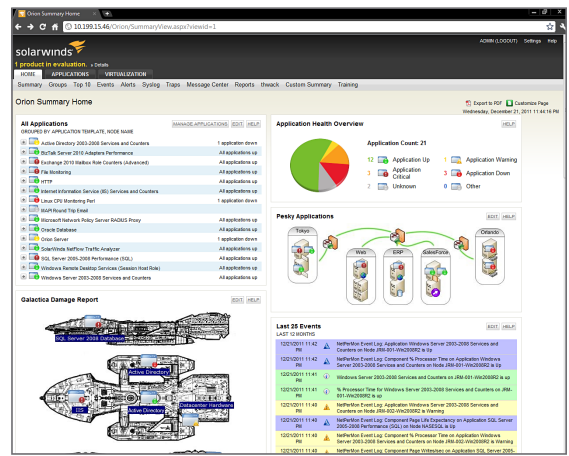
IT Management
Inspired by You.

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 http://www.solarwinds.com.

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