

PROTEANS INTEGRATES WHATSUP GOLD INTO ITS NETWORK MANAGEMENT PROGRAM

Case study

Company:

Proteans Software Solutions

Industry:

Application Development and Integration

Business Challenge:

Proteans needed an easily-configurable solution to effortlessly monitor network devices and PCs spread throughout multiple locations.

Outcome:

Proteans chose WhatsUp Gold to identify issues quickly, save time, and achieve financial savings.

Founded in June of 2003, Proteans is an outsourcing company focusing on software product development and business application development on Microsoft® technology platforms. Proteans partners with Independent Software Vendors, System Integrators and their customers' IT teams to develop a variety of software products.

When Proteans began its search for a network monitoring tool to proactively solve network issues, analyze data, and keep tabs on approximately 50 network devices and over 250 desktops and laptops, it was logical that its first examination began with Microsoft System Center Operations Manager because of their comfort level and familiarity with Microsoft technology. "When we looked at Operations Manager and open source network management software, we were considering the ease of use," says Deepu Vijayanath, IT Manager at Proteans. "How well did they detect devices? How easy are they to configure? Is the reporting user-friendly? Some did well in discovery but were too cumbersome to configure. WhatsUp® Gold fared very well because it detected all of our devices and was very easy to configure."

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– Deepu Vijayanath
IT Manager, Proteans

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Proteans runs its operations in a campus environment, with three buildings about four miles apart all fiber-connected on the same LAN. When a user complains of a loss of connectivity, it's important to track down interfacing and network issues quickly and to be able to pinpoint the cause without having to travel back and forth across the campus. "When a user notifies us of a problem," says Vijayanath, "WhatsUp Gold can quickly and easily identify whether it's a site issue or a network issue. WhatsUp Gold allows us to save a great deal of time by not having to travel to each site. I can easily track which link has the problem. I have an eight-person team that sets up a process where we can take ownership of what users are seeing."

Vijayanath is also pleased with WhatsUp Gold's upgrade from the web interface option to a full web application that looks identical to the console version. "We can access it anywhere so that makes it convenient," he says. "Recently we had a user telling us that the network was down, but we were able to quickly track it to their system because WhatsUp Gold gave us an email prompt immediately. Historically it might have taken us fifteen minutes to coordinate between the sites, but because I'm able to log in to the web page from anywhere even if I'm in the central data center, with WhatsUp Gold it took us about three minutes. Then I just called my team member near the user's location and he was able to resolve it."

Vijayanath finds WhatsUp Gold to be particularly well-suited to his team, because it empowers administrators to monitor devices and services with full SNMP and WMI monitoring out of the box without the need for agents, requires little maintenance, and easily handles the complexity of his environment. "I really like the auto discovery," he says. "The polling of devices and groupings are excellent. I haven't used the mapping yet, but I plan to because I can map devices in each campus location. I also like the polling performance – it's very nice because even though I'm monitoring 300 devices it doesn't bog down the network."

Although Proteans is just a few months into its experience with WhatsUp Gold, Vijayanath is optimistic the annual savings will be measurable. "WhatsUp Gold gives us the ability to realize the benefits of troubleshooting issues quickly. It helped us in terms of keeping servers up which had previously gone down for an extended period of time." Additionally, with the preconfigured performance reports for CPU, memory, and hard disk utilization, WhatsUp Gold can identify exactly where savings can be achieved. "We saw that a lot of users leave their desktops switched on," he says. "We can save a lot of power by monitoring that - the systems don't need to be on all the time. So the savings we'll achieve with WhatsUp Gold aren't yet quantifiable but they are real."

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