

# Forest Home No Longer Hears “Email is Down” After Deploying SolarWinds Server & Application Monitor

Since being founded in 1938 by Henrietta Mears, **Forest Home** has treated millions to time away from the busyness of life, to renew and recharge. Forest Home is surrounded by the richness of creation in the San Bernardino National Forest, and provides camps for children, families or large groups.

## IT Management Challenge

Just a little over five years ago, Forest Home had no visibility into server and application health. When services would go down, it was very difficult to figure out where to start looking for the problem.

“No one could use email when things were broken,” said Josh Erquiaga, Information Systems Director, Forest Home.

## Forest Home Selects SolarWinds

When Josh was searching for a monitoring solution he looked at open source solutions and read product reviews on forums. It was important to find a cost effective solution because Forest Home is a non-profit organization. Because Forest Home was already using **Network Performance Monitor** (NPM), it was an easy decision to choose **Server & Application Monitor** (SAM).

“One single pane of glass for all our performance data made sense,” said Josh.

## CLIENT STATISTICS

- 2 IT employees supporting: 25 virtual (Hyper-V) and physical servers, 125 desktops, and applications like Exchange Server, Sharepoint, etc.
- The public website & customer-facing registration system are hosted off-site.

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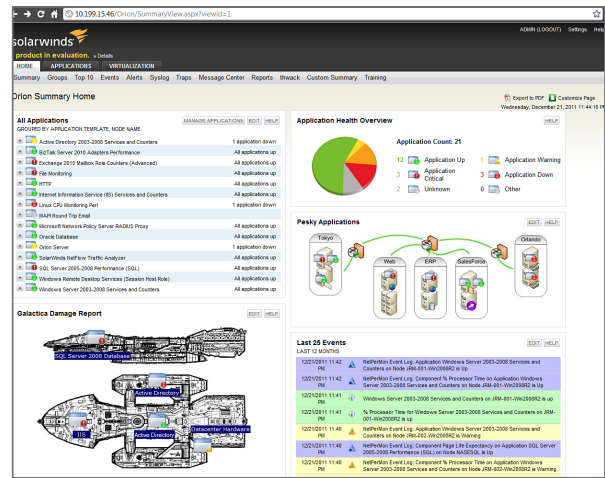
- Josh Erquiaga, Information Systems Director, Forest Home

## Results and a Look Ahead

"The biggest advantage of having SAM is that I get notified proactively that something needs fixing, and can proactively look at why a service passed a certain threshold," said Josh. "Because we can see when things are hitting thresholds, we can adjust memory, restart services, and so on - before employees are impacted."

Forest Home uses Hyper-V for their virtual infrastructure, and they monitor Hyper-V using SAM. "When SolarWinds added Hyper-V support into the SAM 5.2 release, it was huge for us. We can now see in our normal status page what is going on with Hyper-V, right alongside network and application status. We don't have to log onto System Center (Virtual Machine Manager) to see the status and performance of Hyper-V servers," said Josh.

Going forward, Josh is looking to implement a new ERP system, built from scratch. This system will replace what their customers currently use for online registration and will be hosted off-site, which requires monitoring, regardless of where it is hosted. "I've also looked at SolarWinds **Web Performance Monitor** because we need to make sure this system is responsive to our end users, who will be using this system to register for camps online," said Josh. We have actually started looking at monitoring our website too, as there are some activities on the website we would like to track from a performance perspective."



With agentless monitoring for over 100 applications and hardware types, Server & Application Monitor delivers the management, alerting, and reporting you need to run at peak performance.

## IT Management Inspired by You.

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