

How SolarWinds® saves Immofoori from staff downtime

Sven Meinks believes that if the computer systems running financial services companies AG Services Deutschland and Service Advisors Deutschland were to crash, it would take only two hours before their combined staff of 130 were unable to work or serve their customers. Fortunately Sven has implemented SolarWinds solutions which provide critical pre-emptive warning of possible network problems, and as a result there have been no systems failures.

Customer

Hamburg-based Konsortium Immofoori is the holding company for both AG Services Deutschland and Service Advisors Deutschland. They specialise in non-performing loans (NPL) management. The Immofoori Credit Care System offers a comprehensive and integrated system of services for banks, capital market investors and borrowers around NPLs. Efficient tools and optimally combined products cover the entire spectrum of NPL management - from the review of the workout to refinance, real estate marketing, reporting and transaction.

Network Challenge

As Systems Architect for Immofoori, Sven Meinks regards IT as the company's backbone as it keeps critical administrative and investment systems up and running. He accepts that he is fortunate in having a CEO who has confidence in him to invest and implement the most effective solutions for keeping these systems running. As a result, the systems have operated reliably and effectively, with just the occasional glitch.

Solutions

"Since our entire business is driven by computerisation, we needed the most effective monitoring solutions to detect possible problems before they occur - in fact to detect them before they even become problems," said Meinks.

In a careful evaluation process, he first made a short list of what he considered most important, including easy handling, implementation and the need to focus quickly on baseline monitoring. He did not want a complicated solution that required a steep learning curve before being able to start baselining.

His team looked at a solution from Nagios, but found it did not fit into Immofoori's environment, and the learning curve would have been too steep.

"In my opinion it would have cost at least 50 per cent more to get the results that SolarWinds provides," said Meinks. "We also were attracted to SolarWinds due to its pricing and licencing structure."

When he first implemented SolarWinds Network Performance Monitor (NPM), it ran in parallel with Microsoft's Operations Manager, but when Microsoft began selling its solutions as a single bundle, he switched to using NPM alone and found it more than adequate.

CLIENT STATISTICS

- Two financial services companies
- 130 staff
- Key investment and admin systems

"In my opinion it would have cost at least 50 per cent more to get the results that SolarWinds provides. We also were attracted to SolarWinds due to its pricing and licencing structure."

Results

NPM is a performance monitoring, fault management and network availability tool that ensures the network always runs at peak performance. A customisable web interface gives Meinks' team a unified view into the performance of all the nodes and interfaces on their network. From a single web page, they can drill into any element on the network to see what's happening in real-time.

"The result was very pleasing because NPM proved to be really easy to implement and use. Basically implementation took no more than two or three hours, even though we had not seen it before", said Meinks. "Immediately it allowed us to see what's normal and what's abnormal behaviour in our systems. I can see system behaviours, detect problems and receive warnings on problems. We don't receive many warnings, but in our working environment they happen. Also NPM gives us good in-depth performance analysis."

Impressed with the functionality and ROI of NPM, Immofoiri implemented SolarWinds Server and Application Monitor (SAM), and later NetFlow Traffic Analyzer (NTA), Storage Manager (STM), Virtualization Manager (VM), VoIP & Network Quality Manager (VNQM) and User Device Tracker (UDT).

SAM eliminates the guesswork about what Immofoiri's servers and applications are doing, and offers guidance on what to monitor, why to monitor it, and optimal thresholds.

"SAM allows us to resolve problems quickly with built-in server management to start or stop services, kill processes and restart servers", said Meinks. "It alerts us when an application is down, even before our users call us with problems."

SAM also provides Immofoiri with detailed and comprehensive performance information on every application, server, performance indicator and status link. It enables IT to see all the processes running on any server displayed in a logical and intuitive manner through a single web console.

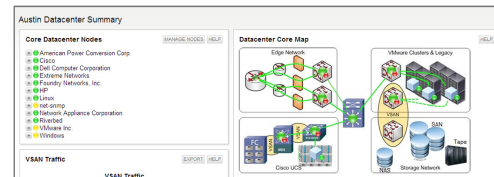
Meinks says SolarWinds NTA real time network utilisation and bandwidth monitoring solution is a "great tool" for analysing Immofoiri's network traffic. He adds: "Finding the causes for glitches such as bottlenecks is much faster and easier with NTA."

He uses Virtualization Manager primarily for checking whether all the company's virtual machines have the resources they need to run efficiently. Meinks is also pleased with Storage Manager. He says NPM has simplified the management of network performance and now STM is doing the same for information and storage management, ensuring that the system always runs at peak performance.

He said: "When we found that latency was building up in our HP EVA array, IT were unable to work in that area of the system for a week. STM has helped to pinpoint information about what was wrong, and our traffic array now works fine. Now we use STM for monitoring mirror relationships, growth trending and performance."

According to Meinks, NPM, NTA, SAM, VNQM and UDT are perfectly integrated. He says of SolarWinds solutions: "They are very easy to install and implement; they include a huge MIB Database that makes adding new devices and services just fun; and it is easy to use and configure the Web interface."

He concludes: "SolarWinds support is good too. When I have logged support calls, I found their team to be very helpful - and know exactly how to resolve any issues. As a technical guy, I am very happy with the performance of SolarWinds' solutions."



Network Performance Monitor (NPM) makes it easy to quickly detect, diagnose and resolve performance issues and delivers real-time views and dashboards that enable users to track network performance at a glance.

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, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at <http://www.solarwinds.co.uk>.

solarwinds
solarwinds.co.uk

EMEA Headquarters: Unit 1101, Building 1000, City Gate, Mahon, Cork, Ireland
P: +353 21 5002900 | F: +353 212 380 23 | E: sales.emea@solarwinds.com

Toll Free Numbers:

Austria: 0800 201710
France: 08055 40078
Germany: 0800 6644677

United Kingdom: 0800 028 6782
Netherlands: 0800 0201183
Switzerland: 0800 000 678

©2012 SolarWinds, Inc. All rights reserved. SolarWinds®, the SolarWinds logo, ipMonitor®, LANsurveyor®, and Orion® are among the trademarks or registered trademarks of the company in the United States and/or other countries. All other trademarks are property of their respective owners. CS-1212