solarwinds

Norway's largest autoglass company sees clearly with the help of SolarWinds®

Founded 142 years ago, Andr. L. Riis AS is the largest supplier and fitter of windscreens in Norway. The company has 11 independent, yet co-existing companies under its management that fulfil all aspects of supply and demand for windscreens. Among these, Riis Bilglass AS is Norway's largest franchise chain providing windscreen fitting and service to customers, and Bilglassgruppen AS is Norway's largest import and distribution organization for windscreens. In addition, Riis Glass & Metall AS houses a large manufacturing company, making glass and metal facades for buildings.

Erik Olne, Andr. L. Riis AS CIO, joined the company three years ago and began an intensive renewal program to modernize the company's IT infrastructure, which includes 120 departments nationwide linked to a virtual private network (VPN) running on a mix of ERP, SQL, and webservers. The company network also hosts a proprietary online catalogue and an order and invoice portal which enables scheduling and logistics for franchises and their customers. In addition, the network hosts communications, storage and business services for multiple Riis units located throughout Norway, in a large and diverse operating environment.

ANDR. L. RIIS AS USES THESE SOLARWINDS PRODUCTS

- **Network Performance Monitor**
- **Server & Application Manager**
- **Network Traffic Analyzer**
- **IP Address Manager**
- **Web Performance Monitor**
- **Database Performance Analyzer for SQL Server**

The Challenge: Rebuilding and optimizing an outdated IT infrastructure

The first task for Erik Olne and his team in modernizing the Riis systems was to rebuild the company's infrastructure to help optimize the business. "We rebuilt our entire infrastructure from scratch, moving to a completely modern, virtual environment in a geo-redundant infrastructure where every online service is backed up, geo-redundant and able to run from each server-room location independently if needed," Olne said.

As the rebuilding phase came to an end, Olne and his team turned their attention to network performance and discovered a number of problems that were reducing stability and speed.

"When we lifted our core services on to our new and modern infrastructure, we found a lot of unknown chapters and bottlenecks that prevented us from receiving the expected performance and stability increase in our new environment. It

"SolarWinds has enabled me to help improve the overall management of Andr. L. Riis AS's IT architecture. I now have complete confidence in my network, which helps me sleep better at night."

- Erik Olne, Andr. L. Riis AS CIO.

was quite frustrating," said Olne.

Even after additional equipment was installed, the team felt that their investment of time and money was not producing the results they expected, so they began looking for a software solution that would help to analyze and maintain their newly built infrastructure.

The Solution: Searching for a complete network view

Olne researched and tested several solutions to tackle the company's efficiency problems. However, while some solutions met the IT team's criteria for hardware monitoring, and others had good results for monitoring virtual performance, none offered the complete network overview. That's when SolarWinds® came into the picture.

"We did some searching, and eventually, through a recommendation from a specialist, we found our way to Solar-Winds, which offered the tools and help that my team and I needed. I installed a 30-day free trial version and have been hooked ever since. I saw a lot of potential in my initial installation of the products and we are continuing to expand the number and scope of SolarWinds applications across our entire environment. I saw very quickly the potential it gave us and we have been adding SolarWinds applications and expanding its use ever since," says Olne.

Andr. L. Riis AS invested in multiple products for both network management and server and application management:

- SolarWinds Network Performance Monitor which provides an in-depth overview of all devices on the network, alerts Olne's team when a connection goes down, enables them to react quickly to the specific issue causing a fault, and provides vital information for fine-tuning the network performance.

- SolarWinds Server & Application Manager (SAM) provides the Andr. L. Riis AS team greater vision and control over server status. "SolarWinds SAM has helped us tune many of our servers and environments resulting in improved performance," said Olne. "Additionally, it's allowed us to increase network speed by about 20 per cent, and when combined with other SolarWinds solutions, we have seen close to a 100 per cent increase in performance."

- Andr. L. Riis AS also deployed SolarWinds NetFlow Traffic Analyzer, SolarWinds IP Address Manager, and SolarWinds Web Performance Monitor (WPM). "SolarWinds WPM has provided us with insights and information about issues within our webpages, many of which we did not know existed before we switched on the application," said Olne.

The IT team has also recently installed a new SolarWinds product, SolarWinds Database Performance Analyzer for SQL Server® (formerly Confio Ignite®), on the company's two heavily used Microsoft® SQL servers with outstanding results. Using the tool to fine tune mission-critical databases, Olne estimates that the average wait time each day has been approximately cut in half.

"Using SolarWinds has become part of my daily routine as it provides a comprehensive view of our IT environment," said Olne. "I can identify problems before they arise and also gain insight into the stability of our infrastructure."