

SolarWinds dulls congested network pain for anaesthetists in Australia and New Zealand

The Australian and New Zealand College of Anaesthetists (ANZCA) has eased its network pains after implementing SolarWinds solutions. The college has fully staffed offices in all major centres throughout the A/NZ region, with a VoIP network on virtualised servers providing a vital communications link between them all. Congestion on the network was affecting traffic flow and communications, and a lack of network visibility meant IT management could not isolate the problem. The college deployed SolarWinds' **Network Performance Monitor** (NPM) and **Server and Application Monitor** (SAM) with excellent results.

The Customer

ANZCA is an organization set up to cultivate the highest principles and standards in the training, practice and ethics of anaesthesia, perioperative medicine and pain medicine. The college has about 118 staff serving 5,000 qualified anaesthetists and 2,000 trainees. With a head office in Victoria and offices in New South Wales, ACT, Queensland, Western Australia and Auckland, communication between Australia's geographically remote centres is vital.

Challenge

IT manager Len Gemelli recognized the need for greater visibility within the network and servers. He said: "The issue the College had was with our VoIP network. We use virtualized servers but had no visibility into what was happening on either the network or servers, and congestion was leading to communication failures." The College had no monitoring systems apart from an environmental monitor, so Gemelli and his team found it impossible to track traffic flow and work out where the faults were occurring.

Solution

After investigating a number of products, he was referred to SolarWinds by a trusted partner and began a trial of the NPM and SAM, which led quickly to full production implementation.

Gemelli said: "We looked at a number of products, but were drawn to the presentation of the SolarWinds solution, and the quick start enabled the college to become fully operational very fast. The dashboards are very intuitive and the products are tailored to allow for quick deployments."

The SolarWinds solutions were bought to provide 24/7 monitoring of the environment, with an active SMS alert set up for both the internal college IT team and trusted partners. The products' interoperability meant that the existing environmental monitor did not need replacing, but was integrated so that now it reports directly to the SolarWinds programs.

CLIENT STATISTICS

Network infrastructure at ANZCA is 98 per cent virtualized, with a production environment of four VMware hosts containing 70 VM guests and a 13 TB Storage Area Network (SAN). The Development environment has four VMWare hosts containing 90 VM guests and a 48 TB SAN. Each environment is separate and is firewalled from the other. Eight sites are connected by a Voice, Data and Video network, and there are approximately 400 devices in total throughout the organization.

"For sheer ease of installation and use, the product has a high degree of sophistication. It can be extended to monitor any device that has a management information base, including power systems, air-conditioning, and building management. Have a look at the product and you will install it."

Since deployment, the SolarWinds monitors have provided Gemelli and his team with vastly improved visibility in both network and server infrastructures, leading to better communications throughout the organization.

"As well as the VoIP problems, the college provides training access to members over the Internet, and our Internet pipes were becoming congested. We were unable to see where the issue was. By using the SolarWinds products we were able to identify some internal users who were slowing down the network, and by throttling this traffic back we have been able to improve the services to our members without effecting either party," Gemelli said.

Results

Gemelli has been impressed with the deployment of SolarWinds' solutions, which are now a vital part of his team's monitoring and understanding of the network's performance.

He said, "Since the products have been installed, we have been able to improve our availability on both the network and server infrastructures. The implementation has had a positive effect on man hours. In the past we would have wasted a lot of time investigating issues and monitoring the performance of each individual system. It has gone from being a daily activity to an ad hoc activity."

Rather than wait for complaints about slow or stalled communications, Len and his team are able to identify suspect traffic and block it as soon as it is identified. They are able to gain better metrics on the organization's virtual environment and be proactive in fine-tuning system performance. Once a day the IT team reviews the past 24 hours and verifies that no issues are likely to occur, which previously required a constant review of individual systems and network components.

Len said, "there is now a good level of acceptance regarding the monitoring system, and the improved stability of the environments has been highlighted in management meetings. We have just purchased the SolarWinds NTA solution to further enhance our capabilities." SolarWinds and their team to anyone," he said.



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.

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