

SolarWinds Receives Top Marks from Monroe City Schools

Monroe City Schools of Monroe, Louisiana, serves approximately 53,000 citizens and seven, K-12 educational districts, including approximately 9,000 students and 21 public schools. Along with instructional personnel, the Monroe City Schools district office houses Food Services, Building Management, Transportation, and Management Information Systems (MIS) departments.

CLIENT STATISTICS

9,000 students
21 public schools
50 servers
3,500 devices

IT Management Challenge

The primary mission of MIS is to develop and deliver a technology vision that supports the goals and objectives of Monroe City Schools for both the present and the future, and keeping track of the distributed network infrastructure's health and performance is the department's greatest challenge.

MIS supports over 50 servers and 3,500 computers, printers, and peripheral devices among the 21 networked district sites. The team performs installations, configurations, imaging, disposal, hardware repair, software installations, software packaging, troubleshooting, inventory, training, and licensing for various types of equipment in the district.

In addition, the team must be prepared for up to 10,500 unique users accessing the district's network. Therefore, it goes without saying that 24x7 availability is an integral part of the school system's operation.

"Being a school district spread out across 21 different schools and district offices, we had no way of knowing and monitoring that range of IT equipment," said Josh Leporati, MIS Director, Monroe City Schools. "We needed an agentless IT management solution to help us keep an eye on our total network health, and to allow us to be proactive in diagnosing network health issues and resolve them before they affect the users and students."

SolarWinds Selected as Repeat Go-To Solution

Having used SolarWinds in past environments and seen the significance of its IT management solution suite, Leporati turned to SolarWinds to help ensure the Monroe City Schools' network is always on, always available.

"SolarWinds offered a competitive priced product that could manage and maintain our entire infrastructure all within one common suite," said Leporati. "We looked at other vendor solutions, but they only focused on one technology set and were not as diverse as SolarWinds."

Leporati chose SolarWinds Orion Network Performance Monitor (NPM) to quickly detect, diagnose and resolve network performance problems and outages before his users even know it's an issue and the SolarWinds IP Address Manager (IPAM) for a snapshot of the department's total IP address allocation in a single, easily viewed dashboard.

Using SolarWinds Orion NPM, Leporati and team are able to see real-time network uptime information, and have a true account of the network status before rushing into situations when district sites report a "total outage" of IT related equipment.

Before SolarWinds IPAM, the team managed IPs by paper, guesswork and single PINGS to identify free or unused address spaces. They now get a real picture of their IP leases and available addresses and can be proactive in ensuring all sites have available IP resources, saving countless man-hours.

"We've experienced a 100 percent improvement in our network management and historical metrics tracking," Leporati. "We are now able to proactively detect problems in the network, analyze trending data and report to our board on uptime statistics."

Results and a Look Ahead

The implementation of SolarWinds helps the team develop a strategy to meet its service level agreements covering services and infrastructure, further elevating how MIS is striving to provide a manageable, efficient and uptime-conscience school network rivaling top-class business networks.

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With a solid IT management solution as the team's foundation, Loporati can begin to plan and prepare for future MIS projects, including the implementation of 800+ access points on the wireless infrastructure, infrastructure virtualization and a transition from IPv4 to IPv6.

"SolarWinds is the be-all and end-all to network management fragmentation; it's an IT department's Swiss Army knife."



SolarWinds NPM makes it easy to quickly detect, diagnose and resolve network performance problems and outages before the district knows there's an issue.

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. We work to put our users first and remove the obstacles that have become “status quo” in traditional enterprise software. SolarWinds products are downloadable, easy to use and maintain, and provide the power, scale, and flexibility needed to address users' management priorities. Our online user community, thwack, is a gathering-place where tens of thousands of IT pros solve problems, share technology, and participate in product development for all of SolarWinds' products.

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