solarwinds

SolarWinds® Replaces HP OpenView, Providing Reliable Performance Monitoring and Configuration Management for Canadian MSP

Bulletproof Solutions, a full-service IT provider based in Atlantic Canada, has earned a trusted reputation of delivering technology solutions that are reliable, secure and efficient. Bulletproof Solutions has used SolarWinds network management solutions for the past four years, helping the company to provide comprehensive network monitoring to hundreds of client sites worldwide.

IT Management Challenge

Bulletproof Solutions actively monitors and manages dozens of networks and hundreds of devices and advises clients on performance, security, and recommended management of their IT infrastructure.

According to Joshua Biggley, Operations Architect at Bulletproof Solutions, it's important to identify and mitigate operational risks within his clients' networks in order to keep them running optimally and securely.

Common risks Biggley and his team actively manage are disruptions caused by device failures. The team must ensure device configurations are routinely archived and that no unauthorized changes occur.

Until 2009, Bulletproof Solutions used HP OpenView to monitor their clients' networks, but were disappointed by the high total cost of ownership (TCO) and the time commitments required to complete their HP OpenView implementation.

"HP OpenView did not work for us because the system required too much effort to expand and maintain," Biggley said. "We almost needed an HP consultant to use it."

When searching for a replacement, Bulletproof wanted a solution that would deploy easily, provide immediate value, and integrate with other essential management tools. Team members tested a variety of replacement solutions including Ipswitch WhatsUp Gold and Nagios, but ultimately, Biggley said, SolarWinds stood out as the effective solution.

BULLETPROOF SOLUTIONS AT A GLANCE

• Deliver IT services in network and security consulting, managed services, unified communication (VoIP), IP video surveillance (IPVS), software development, product fulfillment, and education services

• 75 employees in 5 locations throughout Eastern Canada

• Honored in 2013 as a Dell "Partner of the Year"

"I would recommend SolarWinds – there is no better platform out there allowing you to rapidly deploy a network management solution. Everyone is resource constrained, and SolarWinds provides such a valuable ROI in both fiscal and time capital. Give me a business problem and I will tell you how to solve it with SolarWinds."

- Joshua Biggley, Operations Architect, Bulletproof Solutions

The Solution: SolarWinds NPM + NCM

Bulletproof Solutions implemented SolarWinds Network Performance Monitor (NPM) and SolarWinds Network Configuration Manager (NCM) together to provide comprehensive network monitoring and configuration management for their clients.

"We monitor a lot of our customers' edge devices – even reaching into LAN devices – and when one of those devices fails, they want to know that we will have it back up and running in a matter of hours, not a matter of days," Biggley said. "SolarWinds NCM's automatic configuration backup feature made it possible for us to seamlessly restore device configurations rather than rely on a time-intensive manual or manually scripted process for configuration archives."

SolarWinds Network Performance Monitor and Network Configuration Manager.

Bulletproof Solutions uses SolarWinds NPM and SolarWinds NCM together to solve common network management issues for its clients:

Common Problem 1:

A network administrator receives a bandwidth alarm and must investigate various device interfaces to find the problem and check the device configuration. With SolarWinds NPM, users can see alarms and then use SolarWinds NCM to view the configuration – including when it changed, what changed, and who changed it – to help them identify problems quickly and avoid disruption. SolarWinds NPM and NCM tie this information to the same node and all on a unified interface.

Common Problem 2:

A multi-vendor IT infrastructure requires reliable hardware performance monitoring across the board. Bulletproof Solutions addresses this common situation by using SolarWinds NPM and SolarWinds NCM to access information across different technologies including Dell, HP, Cisco, Brocade, and more.
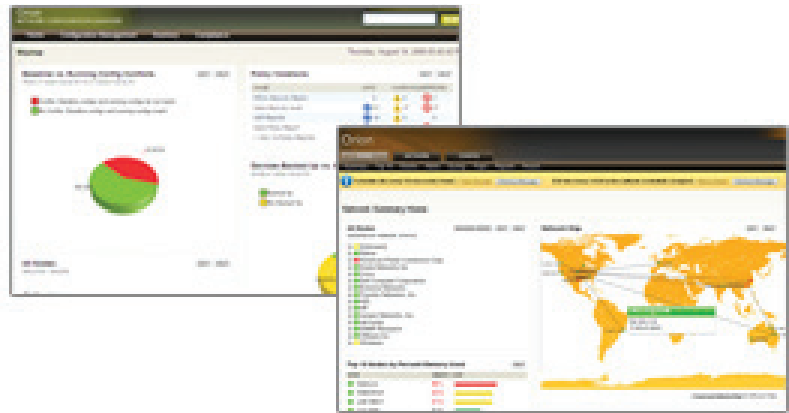
Common Problem 3:

Clients do not back up configurations on their hardware. They may be monitoring performance, but with even just a minor configuration change, SolarWinds NCM backs up the configurations and allows users to go back and audit them and rapidly deploy devices. "It doesn't happen often, fortunately, but when it does happen, it could be catastrophic, so it's nice to know that those configs are being backed up on a daily basis," Biggley said. "Just the fact that SolarWinds NCM backs up configs is enough to convince any IT manager that it's well worth the investment."

SolarWinds NPM and SolarWinds NCM allow Bulletproof Solutions to maintain their promise of providing reliable IT management solutions to their clients.

"Anytime there is new technology, a client wonders how it's going to perform and who is going to keep the lights on when no one is watching," Biggley said. "The answer: SolarWinds NPM and NCM. They allow customers to sleep better at night to know that we're watching from a planning and a performance perspective. We're being proactive."

Compared to other "Big Four" vendors, Biggley said SolarWinds has proven the best and most affordable solution for Bulletproof Solutions.

"For us, SolarWinds has a lower total cost of ownership and a much shorter return on investment than HP OpenView," Biggley said. "HP OpenView is a significant investment and it gave limited performance and was never really useful within our operational budget requirements. With SolarWinds, we learned how to use the product internally and turned that into a consultancy, so instead of being a cost center, it is now a revenue center."

Bulletproof Solutions uses SolarWinds NCM to back up all the network devices it monitors every night and Biggley said that network monitoring would be a more challenging business service without that backup.

"A device down means there are services down, and services down mean customers are screaming – and no one likes customers screaming."

Biggley has had to troubleshoot problems for clients and has frequently reached out to SolarWinds customer support, product managers, and SolarWinds' user community, thwack, to find answers to his questions.

"SolarWinds seems like a magical mix of inexpensive software and exemplary customer service," Biggley said. "It's one of the best relationships we've ever had with a software vendor."

Bulletproof Solutions stands by its promise to provide reliable IT management solutions. Biggley said his team could never stand behind a product that would be unable to meet the needs of his customers. "I would recommend SolarWinds - there is no better platform out there allowing you to rapidly deploy a network management solution," Biggley said. "Everyone is resource constrained, and SolarWinds provides such a valuable ROI in both fiscal and time capital. Give me a business problem and I will tell you how to solve it with SolarWinds."

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

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