

A Case study

European IT Company Saves \$17,000 Annually  
by Reducing Downtime, Delaying Hardware  
Upgrades, Decreasing Maintenance Costs  
Using OpManager



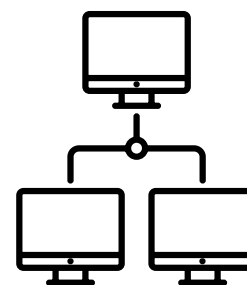
## About Connect S.P.A

Connect S.P.A. is a European IT company offering services in networking, wireless, security, monitoring, data center, and servers. The company has established itself and gained the trust of customers in the automotive, highway and railway, telecommunications, and industrial production sectors.

## Business Challenge

Connect S.P.A. has two data centers and nine servers. The IT company did not have enough visibility into its network, which made it difficult to troubleshoot and fix recurrent network issues. This led to unpleasant network downtime experiences, especially since the tool Connect S.P.A. was using then did not support multiple vendors.

From these challenges, the IT department started looking for a single tool to overcome its network monitoring problems. Connect S.P.A. evaluated HP and Cisco monitoring solutions, but determined that ManageEngine OpManager best addressed its needs.



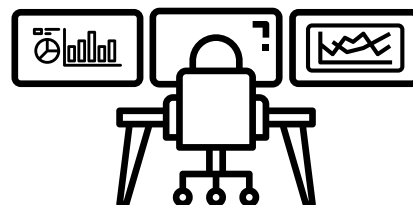
OpManager instantly upped Connect S.P.A.'s game by supporting devices from multiple vendors, and by managing network devices, servers, URLs, bandwidths, etc.

## OpManager's Network Monitoring Exceeds Expectations

OpManager monitors the performance, health, and availability of Connect S.P.A.'s switches, routers, servers, and services. The solution helps network admins keep tabs on CPU, disk, and memory utilization, and ensures the devices are performing optimally. OpManager also sends timely alerts whenever there is a spike in any of the

key monitoring metrics. This makes it easy for network admins to discover the reason behind the spikes instantly, and to devise ways to fix the issue before it becomes more complicated.

Network admins at Connect S.P.A. report OpManager helps keep their devices and servers up at all times by sending a ping to the monitored devices every two minutes. They don't have to be physically present to monitor the availability of devices.



OpManager also provides insights on overall bandwidth usage at Connect S.P.A. by generating graphical views of real-time traffic. The solution helps the IT team gain more visibility into its network by displaying the health and status of network devices and servers in the form of dashboard reports, and highlights key metrics.

## The Added Advantage

Connect S.P.A. uses other ManageEngine solutions, including Network Configuration Manager, the configuration change and compliance management tool, and OpUtils, the IP address and switch port management tool, as add-ons to OpManager.

With the Network Configuration Manager add-on, Connect S.P.A. is able to manage configurations for backup, change and compliance without utilizing a separate interface.

The OpUtils add-on complements OpManager by enabling network admins at Connect S.P.A. to detect, diagnose, and troubleshoot network issues more efficiently. The network admins say that combining OpUtils with OpManager has reduced traditional and mundane network management work immensely.

## The Money Saved

Connect S.P.A. estimates it annually saves \$17,000—\$10,000 in downtime expenses, \$2,000 by eliminating or delaying additional hardware purchases, and \$5,000 on the cost of maintenance.

"We used to experience more downtime, and we spent more time troubleshooting issues. We no longer have to save configurations manually, and we don't have to connect to every device in order to check the status of the interfaces and bandwidth usage", Lorenzo, a network administrator at Connect S.P.A. said, when asked about how OpManager solved the organization's troubles.

## Why did Connect S.P.A. choose OpManager?

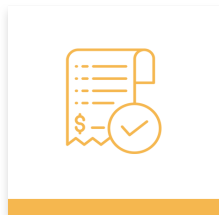
In his own words, Lorenzo explains why the IT team chose OpManager, and how they are benefiting from it:

"Multivendor features, and the user-friendly UI are the key reasons why we chose OpManager. It allows us to maintain a single monitoring software for the entire infrastructure. Threshold alerts help us reduce downtime and resume services real fast. Network operations center (NOC) views are also useful."

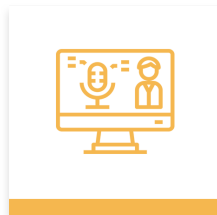


## About OpManager

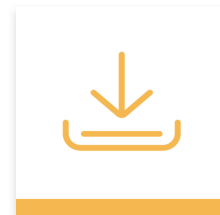
ManageEngine OpManager is a network management platform that helps enterprises, service providers, and SMEs manage their data centers and IT infrastructure efficiently and cost-effectively. Automated workflows, intelligent alerting engines, configurable discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system within hours of installation. Do-it-yourself add-ons extend the scope of management to include network change and configuration management, IP address management, as well as monitoring of networks, applications, databases, and virtualization. For more information about OpManager, visit [www.manageengine.com/opmanager](http://www.manageengine.com/opmanager).



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