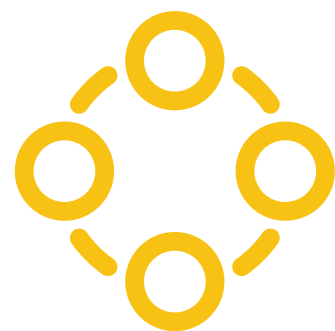


A Case study

Heritage Credit Union Saves More Than \$6k Annually After Deploying OpManager to Monitor its Network



About Heritage Credit Union



Heritage Credit Union Limited is a US-based, non-profit financial institution founded in 1934. Today, it serves more than 28,000 members in Illinois and Wisconsin, with \$450 million in assets and more than 120 employees. It takes care of its customers' credit cards, banking, auto loans, mortgages, and savings accounts.

Business Challenge

Heritage Credit Union's IT infrastructure comprises of 30 servers and two data centers. Prior to using OpManager as its network performance monitoring solution, the IT staff at Heritage spent hours troubleshooting whenever there was a network issue. The blind spots in its network made it difficult to analyze what was wrong, which resulted in prolonged network downtime.

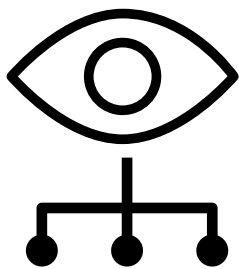
The Solution: OpManager

After deploying OpManager, Heritage saw great improvement in the overall performance of its network devices and servers. OpManager also helped significantly decrease downtime and simplify troubleshooting.

The OpManager Experience

Heritage uses OpManager for its network devices, servers, virtual machines (VMs), storage devices, files, and folders on a daily basis for improved network performance. As a comprehensive network monitoring solution, OpManager helps Heritage to:

- Monitor the health and performance routers, switches, and servers, and troubleshoot issues faster.
- Monitor effective utilization of critical resources like CPU, memory, network, and disk in VMs and HyperV and Xen servers.
- Alert IT admins when deviations from expected behavior are detected.
- Monitor the availability of WAN links, round trip time (RTT), and traffic details.
- Analyze the bandwidth details of the IT elements hosted on the network.



OpManager also helps the network admins at Heritage configure threshold alerts and get notified when the resources and services running on the servers and network devices reach a particular value. "Setting parameters in OpManager, then getting notifications when servers fail, is useful for us," said Patrick McDowell, part of the IT staff at Heritage.

Heritage estimates it now saves about \$6,500 annually since implementing OpManager: \$1,000 in downtime expenses, \$3,500 by eliminating or delaying additional hardware purchases, and \$2,000 on the cost of maintenance.

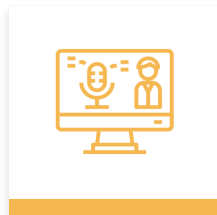
Apart from this, McDowell praises the customization offered by OpManager in creating metrics and its user-friendly UI, and celebrates OpManager for making network monitoring easy, effective, and transparent.

About OpManager

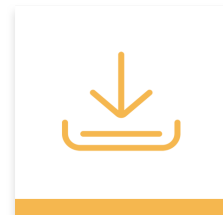
OpManager is a network management platform that helps organizations, service providers, and small medium enterprises manage their data centers and IT infrastructure efficiently and cost effectively. Automated workflows, intelligent alerting engines, discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system quickly and easily. 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.



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