

AUSTRALIA'S VICTORIA UNIVERSITY OPTIMIZES STUDENT LEARNING EXPERIENCE USING OPMANAGER

A case study

About Victoria University

Victoria University is a world-renowned educational institution based in Melbourne, Australia. The public research university has several campuses comprised of six academic colleges, six research institutes, seven research centers, and a polytechnic institution. It provides courses in higher education, and technical and further education.

Challenges faced by the university's IT admins

Victoria University's IT infrastructure is comprised of 1,500 devices, 500 Windows and Linux servers, and two data centers. The complexity of this IT infrastructure resulted in poor visibility of the network. That, in turn, caused servers to run out of disk space. The time spent troubleshooting any issue was also enormous because it was difficult for the IT admins to locate the source of the problem.

The solution: OpManager

To address these issues, Victoria University's IT department chose ManageEngine OpManager. This solution helps the university minimize the time taken for troubleshooting, and enhance its overall network performance.

How OpManager helps Victoria University

The IT admins at Victoria University needed a good monitoring solution that proactively alerts them through alarms and notifications. Previously, the IT staff often faced overloaded file servers and event logs. They could not properly monitor processes and spent a lot of time on troubleshooting.

By using OpManager, the IT admins could efficiently address and rectify them."OpManager is truly a reliable monitoring solution. Once we configure the thresholds for monitoring various parameters, we can completely rely on the tool to take care of the rest," said Jason Borg, server systems engineer at Victoria University.

OpManager automatically monitors performance metrics and alerts IT admins of abnormalities. Victoria University IT admins integrated OpManager with VMware vCenter to monitor virtual machine power ON/OFF status. They also use OpManager's alert capabilities to monitor the File Transfer Protocol service that is critical for the university. Any issue with the FTP service could adversely impact end users, including students and staff, so it is important that the IT admins are notified promptly of problems so they can address them effectively.

To ensure efficient fault management, Victoria University's IT admins use eventlogs and syslogs to track various system activities, including errors, exceptions, and bugs.

What Victoria University finds useful about OpManager

Victoria University benefits from OpManager through its:

- **Cost and functional effectiveness** : With OpManager's comprehensive functionality and scalability, the IT team is easily able to monitor devices across their complex IT infrastructure. "The transparent licensing model and lack of hidden costs was one of the primary reasons why we leaned to OpManager over the other vendors" Borg said.
- **Multi-Vendor Support** : The IT team of Victoria University find OpManager's capability of supporting multiple vendors highly efficient. They use this feature of OpManager to monitor their complex IT infrastructure comprising multiple vendors.

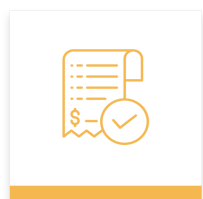
- **Agent-less Functioning** : OpManager's ability to function without agents is appreciated by the IT admins. "The agent-less functioning helps our team to negate the time taken for tool deployment, and it helps in easy management and
- **Easy Installation and Setup** : Borg noted installation of OpManager is quick and easy, ensuring the IT infrastructure is monitored effectively after installation and setup.
- **Ability to Provide In-depth Reports** : OpManager provides intuitive reports focusing on key metrics, which is invaluable for Victoria University's IT admins. OpManager provides in-depth insights into the various functionalities, health and performance metrics, and utilization trends which helps the IT team have clear visibility into their network.
- **Threshold Based Alerting** : Before implementing OpManager, the IT team wouldn't receive timely alerts when bottlenecks occurred. With OpManager's automated workflow and extensive fault management capabilities, the IT team can identify network performance issues before they blowup.

OpManager as an asset

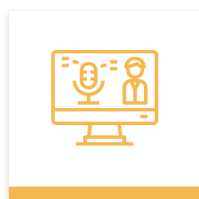
OpManager plays an important role in ensuring Victoria University's network productivity. As a reliable, accurate, and proactive network monitoring solution, OpManager ensures customer satisfaction.

How OpManager can help you monitor your networks

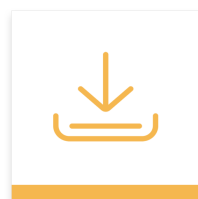
ManageEngine OpManager is a network management platform that helps organizations of all sizes and service providers manage their data centers and IT infrastructure efficiently and cost-effectively. Automated workflows, intelligent alerting engines, discovery rules, and extendable templates enable IT 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, and monitor networks, applications, databases, and virtualization. For more information about OpManager, visit manageengine.com/opmanager.



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