

Major Healthcare Supplier Selects SolarWinds for Best-in-Breed Monitoring

With over 6,000 servers and approximately 10,000 network devices spread across two data centers, 60 warehouses, and over 500 locations within the US, China, Pacific Rim, Canada, and Mexico, a large US-based health care organization looked to reduce their overall IT management costs while at the same time improving coverage.

According to the manager of enterprise monitoring, "We had invested multiple millions of dollars and were paying just under one million dollars a year in maintenance for IBM® Tivoli and it simply did not meet our monitoring needs or coverage. We had even implemented a free version of Zenoss® to enhance the monitoring, but it still wasn't enough. On top of that, Tivoli was very difficult to manage due to their architecture and limited capabilities. We needed an enterprise-class tool that would be best-in-breed and what we had wasn't it."

The Evaluation

After building an extensive business case that calculated the NPV by considering cost to implement, maintenance costs, and on-going operational costs, the IT service management team made a proposal to senior management to bring in a new monitoring solution. Now tasked with replacing the entire suite, a cross functional team was established consisting of members from the IT architecture, network, systems, storage, and monitoring teams. They first started with mapping out the monitoring functionality today vs. what their objectives were for the future resulting in a detailed request for information that was sent to multiple vendors.

After three months of extensive evaluation, the team began to settle in on SolarWinds as the recommended solution. "We compared pricing and functionality from the responses to the RFI and the other solutions came in significantly higher priced than SolarWinds for the same features. The network and server management were core to their offering."

The Implementation

In about nine months, the team was able to completely replace the Tivoli implementation with a single instance each of Network Performance Monitor and Server & Application Monitor along with 6 polling engines.

Prior to SolarWinds, they did not use Tivoli for any overseas monitoring due to the complexity of deployment and the requirement of additional servers. Since then, they have significantly expanded the scope of SolarWinds monitoring to include international locations as well as increase device coverage overall. The implementation now includes 16 pollers and they have extended monitoring to include NetFlow Traffic Analyzer, IP Address Manager, and Virtualization Manager.

The Payoff

Suffice it to say, the IT service management director is ecstatic. "For less than 20% of the annual maintenance cost of Tivoli, we were able to license SolarWinds and the on-going maintenance is less than 10% of what we were previously paying. We have taken at least one million dollars annually in perpetuity off the budget while significantly expanding our coverage to devices and monitoring capabilities that we could not have achieved with our previous solution."

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 www.solarwinds.com.

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