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Modularity, Scalability, and Reporting Helps Marina Bay Sands Ensure Continuous Availability

Marina Bay Sands is a premier resort and Casino located along Singapore's Marina Bay waterfront. Due to the complexity of their infrastructure they were having trouble monitoring, alerting, and reporting across their entire infrastructure. To make matters worse, they needed to comply with the local gaming authority's unique requirements. Therefore, Marina Bay Sands has two autonomous networks and data centers. One for hotel operations and one for casino operations, located in one physical location. Monitoring is performed 24 hours a day to ensure continuous availability of the networks and systems.

When looking for a solution to replace PRTG, Marina Bay Sands sought out a modular and scalable family of products with advanced alerting and reporting that could be easily implemented. The team selected a suite of SolarWinds products that includes Network Performance Monitor, NetFlow Traffic Analyzer, User Device Tracker, and Server & Application Monitor to monitor over 3000 network devices. Many of these devices are associated with table games, slot machines, and about 300 production servers that host gaming and hotel applications.

According to systems engineer, Michael Low, "Availability of network and server resources are absolutely critical. If the network goes down or servers and applications are not available, then revenue is lost. Since we implemented SolarWinds we have seen improvements in availability and reductions in time-to-resolution. We are able to rectify problems much faster, before users start complaining."

To proactively monitor the network infrastructure, Low uses Network Performance Monitor for fault, availability, and performance of network devices in both the hotel and the casino environments. And to monitor network traffic & bandwidth utilization, he uses NetFlow Traffic Analyzer. With User Device Tracker, he receives detailed metrics on switch port utilization, top access points by current endpoints, and top SSIDs. Finally, he uses Server & Application Monitor so he and his team can keep an eye on hotel and gaming applications and servers.

The local gaming authority also requires Low and his team to provide regular operational reports. Fortunately, SolarWinds provides an effective and efficient way to provide such reports. Low stated, "We found that SolarWinds customizable out-of-the-box reporting capabilities are much stronger than our previous solution, PRTG."

Not every IT infrastructure is the same and often they can be very complex. Marina Bay Sands chose SolarWinds IT solutions because the products are affordable, easy-to-use, save time & money, and effectively get the job done. Further, Marina Bay Sands can now rest assured—their entire infrastructure is effectively being monitored.

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