

Sauder Troubleshoots Servers at Multiple Locations Locally and Globally



Industry

Furniture Manufacturing

Location

Archbold, OH
USA

Employees

Approximately 2,000

Why Power Admin?

They needed something that could be set up quickly to monitor 150+ servers locally and remotely. They needed to be more proactive to issues, rather than reactive.

Highlights

PA Server Monitor helped alert network engineers & technicians of any issues, so they could address them before they affected the end users.



The main challenge at Sauder is making sure everything is running properly. We've had some challenges in the past with being more reactive than proactive I would say. Usually getting called that there's a problem rather than finding the problem before it impacts the end user.

Before PA Server Monitor, we would have to hunt down the problem or find the person that's in charge of that particular area and see what server, what information they might have. Generally like I said, it's primarily reactive. We were getting called rather than noticing the problem first.

It allows us to recognize what issues are cropping up. When we get the different colored monitor...the green, the yellow, and the red. Plus we get email notifications of events that might be happening; low disk space.

We are monitoring roughly 150 to 160 servers...a variety of flavors. We've got some Windows OS which is our primary server OS.

We have a few Linux servers, various flavors of that. We've got some Sun OS, some FreeBSD. We also are using it to monitor our iSeries. And there are about 11 partitions on those.

I like the fact that it is very easy to set new servers up. The ability to copy monitors from one server to another is really nice. I also like the flexibility that...you can pretty much monitor whatever you want to monitor. And you can set it up relatively quickly.

You know, like I said the iSeries and Linux products...those are all things I find really....and I like the overall display of the monitor. The graphics you can see it quickly point out...hey here's a problem server...you need to look at this. We've come to rely on that. Oh we see something red, we better do something. It's very nice.

And even if you're not paying attention to your email all the time, critical notifications you can get on your text and see that. I like the flexibility of being able to monitor multiple OSs...not just Windows because we have that.

We're also using a satellite version of the product out in our offices in California to monitor those. We have a few servers out there, and we are working towards and planning in the near future to monitor servers over in Asia with the same similar satellite setup. It's working very well for us. It gives us a better opportunity to keep things running and makes the end user a little more happy with us.

"I just like the flexibility that...you can pretty much monitor whatever you want to monitor. And you can set it up relatively quickly. You don't have to spend, you know, days trying to figure [it] out. Pretty intuitive just to go in say...oh I want to do this, here's how I do it. Set it up."



David Brenner
Client Technologies Engineer

Monitoring Multiple Servers from One Screen in Our NOC

"...the PA Server Monitor alerts are customizable, so you don't get spammed with everything if there are things that are more important to you. You can choose what you want to have monitored and alerts sent to you."



Val Stites

Network & Computer
Operations Services Manager

About a year ago, we implemented the PA Server Monitor tool here at Sauder Woodworking. We were looking for a product that could help us monitor and quickly identify if we had any issues.

We got it implemented and have it here on this board in our NOC (Network Operations Center) so that we can quickly see what's happening with our servers. As you can see, the green, yellow, red gives you a good indication of the health of your servers.

We like having that quick access, and up here, it will also send email alerts, and you can have the monitor up on your desktop.

But this gives everyone in the department a quick view of what is going on in our environment. And we can come over and take a look and see if there is an issue. There is text that tells you what the issue is, so you can quickly fix it. And it gives us overall health.

It's very good to have it running at all times up like this, because we are a 24 by 7 operation. But the network engineers are actually on-site only during first shift. So the second and third shift technicians, if they see a problem, or hear of a problem, they come over and take a look at our board, and quickly can identify which network engineer they need to contact to correct the issue.

And the other nice thing we like about it is the alerts are customizable so you don't get spammed with everything if there are things that are more important to you, you can choose what you want to have monitored and alerts sent to you.

So, each of the network engineers can monitor for different things. There are standard things that we set up for everyone to make sure that they get. So, it's nice for the managers and for the network engineers and for the other staff that have to support the help desk.

What we've looked for is ease of use. Like I said the other one we had tried to implement took a really long time. This was pretty much out of the box. It was quick and easy to deploy. We have over 150 servers and we had them all set up within the same day. And you can customize the alerts, which is really nice. Some of the other packages, you have to take it as is. And it has to be a global thing.

On this one you can set up the alerts individually by server. That was really nice to be able to customize that. And also to be able to choose the alerts that you want. The elevation level: things that are more critical, you can choose that and just have it send those.

It is so customizable in the ease of use. What I also like about it is it has reporting every day. I have an email that has full report of disk utilization so I can take a quick look at that to see if there's anything we need to address...any issues that we want to curtail before they happen.

This product is much better than anything we've tried in the past.

We tried unsuccessfully for about a year and a half with another product, and never were able to get it implemented. This one we had going within hours.

Server Monitor is probably my favorite tool that we have to monitor our network and our servers. Everyone on our team really enjoys using it. It's the best tool that we have found. If I had to give it up, if they said I have to cut back and get rid of some of the tools that we use, that would be the last one I would want to get rid of, because it has helped us so much and it provides so much information.

And it allows us to be proactive. Everyone here is excited about the product, love using it, it's so easy to use and it has given us more than we even thought when we were looking for a product. We really like it and, like I said, I wouldn't want to give it up for anything.

Val: We have been challenged on it [PASM] by some other people who think that it's not... that don't see the value in it. And they keep saying, why do you guys like this that much? Because we do talk about it a lot.

David: But when you start seeing 3 or 4 things go red on there, by the time somebody lets us know, we're already moving on it.

Val: And the guys love it because we, like I said we had tried another product, and it just took forever and we never did get it implemented.

David: No that was painful, cause I got to do a lot of that. It was awful.

Val: This was just so easy and they really like that. We like it.

"If I had to give up, if they said I have to cut back and get rid of some of the tools that we use, that would be the last one I would want to get rid of, because it has helped us so much and it provides so much information, and allows us to be proactive."



Val Stites

Network & Computer
Operations Services Manager

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