



Country: United Kingdom
Industry: Financial Services

Customer Profile

With headquarters in Paris, France, this company spans North and South America, Europe, Middle East and Asia Pacific.

Business Situation

The company needed complete performance, availability and capacity management software that was easy to use yet powerful enough to deeply monitor servers and applications across Solaris, Windows and Linux. The solution needed service level management and monitoring, all inside an ITIL framework

Solution

up.time was chosen over a number of products, including HP Openview, Solarwinds, ServersAlive and others.

Benefits

- ✓ Management and monitoring of Solaris, Linux and Windows all from a single dashboard
- ✓ Ease of use: Able to deploy and report on 250 servers quickly
- ✓ 50% more servers are being monitored now at a fraction of the cost
- ✓ Dramatic decrease in downtime

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up.time makes Complete End-to-End Monitoring of the Entire Datacenter a Snap.

"Rolling out to 250 servers across Solaris, Linux, Windows was a snap." – Six Telekurs

Situation

Six Telekurs was looking for a deep, end-to-end server and application monitoring solution that could handle a heterogeneous environment (with one or multiple datacenters) from a single dashboard.

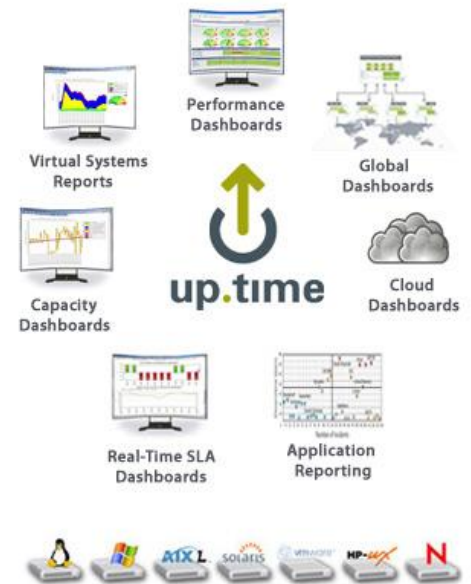
The large European financial services firm had grown recently through mergers and acquisitions, producing a very mixed and complex set of datacenters to manage.

The IT team was tasked with finding an IT systems management solution to monitor, report, and alert on the infrastructure to ensure capacity is maximized while downtime is limited.

The requirements were one dashboard for complete performance, availability, and capacity monitoring, alerting, and reporting across a complex, heterogeneous environment of servers and applications (including VMware, Solaris, Windows and Linux). The shopping list was:

- ✓ It must very accurately monitor, alert, and report across all servers and applications, regardless of platform (Solaris, Linux, Windows, VMware)
- ✓ It must be deployable and manageable by a single system administrator
- ✓ It must show significant cost savings quickly
- ✓ It must be easy to use

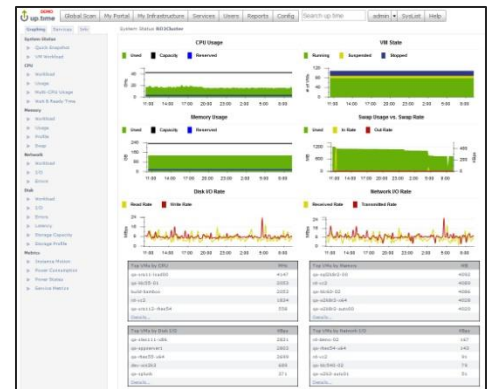
up.time met all these criteria, with full payback in 3-months



Monitor, Measure, Manage Across all Applications and Platforms.

Easy, Deep and Complete Server and Application Monitoring

In financial services, downtime is *not* an option. Six Telekurs needed a quick turnaround solution to help them monitor their mixed infrastructure and aid in application testing. up.time helped Six Telekurs take control of their IT environment quickly, optimizing resources and driving faster problem resolution.

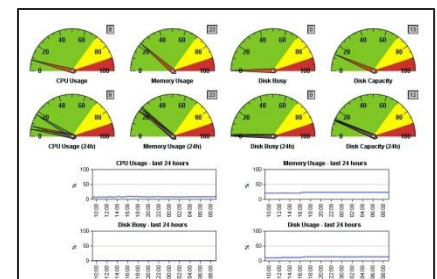


Proactive IT with Deep Capacity Planning and Reporting

In order to capacity plan, a solution must monitor and collect deep historical data and present it in a meaningful way to facilitate decision making. This is especially true in VMware environments, where capacity management is complex and difficult to manage. Six Telekurs uses up.time's capacity planning and trending features to help pin point capacity bottlenecks and optimize resources across the datacenter. up.time showed when resources were getting tight and helped Six Telekurs justify new hardware purchases. IT staff no longer had to deal with guesswork; up.time's automated reports gave them the real story. Additionally, the proactive nature of up.time's capacity planning clearly showed potential problems before users started calling the helpdesk.

One Dashboard Monitors the Entire Datacenter

up.time was the perfect fit for monitoring across Solaris, Linux, and Windows. Dashboards helped the team see the performance, availability and capacity of all servers, applications and services across platforms, giving them clear line-of-sight to problems. This led to dramatically faster problem resolution and a decrease in the mean-time-to-repair.



50% Cost Savings and Fast Payback

up.time's licensing is different – it's designed to be customer friendly. Licensing is per physical server, for the entire up.time suite (regardless of platform, application, or number of instances). Six Telekurs saved approximately 50% compared to HP Openview, their previous solution.

"It's not just the licensing that equates to a lower cost, but the ease of installation, the lack of services needed to deploy or maintain it, and the increase in productivity. All in all, up.time provided the monitoring, reporting, alerting, and planning we needed at a cost that was unbeatable."

"up.time is the easiest and most dependable solution I have seen to monitor and report on everything in my datacenter."

For More Information

For more information about uptime software inc. or up.time – *Deep, Scalable, IT Systems Management that Won't Break the Bank*, please call the uptime Sales Information Center at 416.868.0152.

Alternatively, visit our website to learn more about up.time at:

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