

ControlNow Case Study

Challenge

I didn't realize how much I needed a server monitoring solution until I started to look into it! Then I thought "well that saves me worrying about key services, and not just local key services that reside on the server, but cloud services that the servers use - it can all be monitored".

Solution

I chose ControlNow so I would have a single view of key software without integration and compatibility worries; instead of different vendors for different pieces of software.

Kevin Downham, the IT Manager for MacDermid Offshore Solutions UK explains how ControlNow helps him ensure his primary servers are always up.

How we keep the network running smoothly...

If there are problems with my servers, I get notified within 7 minutes via SMS alerts.

It doesn't matter if it's the weekend or whatever time of day; if the ControlNow agent is not talking to the server, or a primary service is down... I get alerted and I'm on it straight away.

Peace of mind is the real key...

You can't take for granted that key services will be up and running, you have to constantly monitor them. With ControlNow, I don't have to spend time each day going into each service and checking if they are working.

But even if I was checking every 15 minutes, it still wouldn't be enough!

Knowing that ControlNow is always watching my key services in real-time takes the worry out of it for me.

ControlNow is monitoring a myriad of services and it's worth its weight in gold for just its basic workings.

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*Kevin Downham
IT Manager,
MacDermid Offshore Solutions UK*

Customer Profile:

Kevin has been an IT Manager for 5 years at MacDermid Offshore Solutions UK.

Knowing it can be difficult for people to pick up the reins when he is not there, Kevin is always on the lookout for solutions which save time and give him peace of mind.

- > Based in the UK
- > Managing 80+ PCs
- > Spread across 2 locations
- > With mobile remote users
- > <http://offshore.macdermid.com>
- > Using ControlNow for server monitoring and patch management

Patch management used to be a challenge...

Keeping all my devices up-to-date and secure with the most recent patches used to be a huge drain on my time. I had to patch locally, on remote machines and keep up-to-date on all the latest patches, from many vendors - Adobe, Oracle and many more. With the large vendor database with ControlNow I know my key software will be covered.

Now I can spend more time on other projects...

We had around 80 machines requiring local admin (I don't give out admin rights to my users), which meant I had to visit everyone's machine to apply patches. I am not doing this any more so I am saving a third of my day straight away and now have more time for other projects.

A more convenient way to patch...

I am supporting remote users, in different time- zones. Previously, this meant the possibility of working out of hours, contacting them in their time-zone. Now I just approve the patches for download, at a time that suits me and when these users wake up, which could be anywhere in the world, it's handled automatically in their time-zone without any unnecessary interruption to their day - or mine!

End users just go about their day-to-day business, without having to ask for updates or having to give their machine up for manual updates, so productivity has increased.

Now I can go on vacation...

As a one man IT team, there is no-one to back me up or do my job when I need a well-earned vacation.

Now ControlNow is here, monitoring my servers and detecting and deploying missing patches, even on remote computers, 24x7. And the best bit - it never asks for vacation - it's good to know I have this kind of backup!

“ Patch management for all software not just Microsoft, has come to the fore as a key IT function to ensure all vulnerabilities/ exploits are patched. But who has the time to keep their ever expanding software asset list up-to-date? Well, I do now. I have the right solution in ControlNow. ”

And I am saving costs...

With Patch Management, I've been able to decommission my Windows update server. This means my UPS capacity increased, and my Rack footprint reduced, not to mention it's also less software and hardware to manage.

The future is centralized...

We have a worldwide initiative to centralize at the moment, and we are sharing ideas on what's working. My recommendation? Take a look at what ControlNow is offering. It's working well for us!

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