

Agilisys Selects SolarWinds Orion as its Eyes into the Performance of its Client Systems

Agilisys, the UK's most innovative IT services and outsourcing provider, designs, builds and operates an integrated end-to-end suite of IT and business process services for a wide range of public and private sector clients including local government, health care and education.

With the support of more than 1,200 employees across the UK, Agilisys prides itself on customer service by maintaining a flexible and regional approach to respond to clients' immediate and anticipated needs.

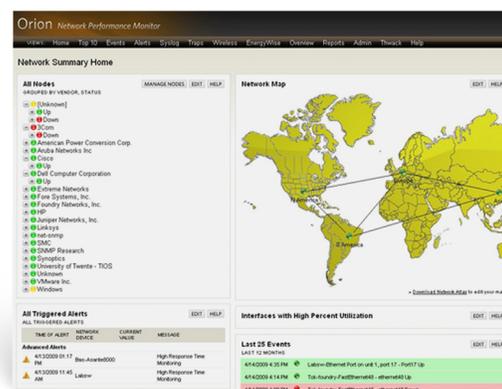
Business Problem

Agilisys maintains approximately 1,500 servers, and over 3,000 network devices and a number of applications such as Citrix, Oracle, SQL, DB2 as well as many custom-built applications in its client charge. In order to effectively and efficiently manage and monitor all the networks, Agilisys must have 24/7 real-time visibility into its clients' infrastructures.

SolarWinds Orion: One Product Suite for Multiple Points of Perspective

In 2003, Agilisys recognized a need for greater visibility of the company's network and its growing roster of clients. The company had ICMP monitors around its network, but was anxious to try something that would offer more than the legacy monitoring that was in place.

After taking a look at the market's enterprise network and systems management options, Agilisys deployed SolarWinds Orion® over HP OpenView and Unicenter — now CA NSM — as its comprehensive network and applications management and monitoring solution. To start, Agilisys replaced its current applications — IpSwitch's WhatsUp Gold, SNMPc — with Orion Network Performance Monitor (NPM).



Orion NPM

CLIENT STATISTICS

1,200 employees

3,000 network devices

1,500 servers

\$59,000 saved annually

SolarWinds customer since 2003

“SolarWinds addresses our critical need of round-the-clock alerting and is a solution that our Operations Center can trust,”

— Shabrul Uddin,
Agilisys Head of Service Availability.

With Orion NPM in place as their new solution, Agilisys could leverage real data such as usage on its server infrastructure and networking equipment, which, as a result, made data on CPU, memory and network utilization part of the monitoring standard.

Soon after, Agilisys added Orion Enterprise Operations Console (EOC), Orion Application Performance Monitor (APM) (replacing Empirix Onesight) and Orion Network Configuration Manager (NCM) to achieve a powerful integrated solution with a single, hierarchical view. In addition to the greater depth of features, Agilisys was able to reduce its annual monitoring maintenance cost \$59,000 by switching to SolarWinds as its sole monitoring platform.

“Our previous applications were unable to provide a centralized view of our information estates and the other options we looked at were too heavy handed to configure and were not cost effective,” said Shabrul Uddin, Agilisys Head of Service Availability. “With SolarWinds, we now have a comprehensive view of our clients’ estates and can deal with issues in a timely, effective manner. We trust the information from our SolarWinds platform and that has driven not only an improvement in our service, but also on a people level where individual Operations Centre Analysts have



Orion EOC

improved their understanding of our diverse estates.”

By deploying a number of individual Orion NPM, Orion APM and Orion NCM installations into each of its clients’ environments and then rolling up each module into one Orion EOC, Agilisys is able to pull the information back to its SolarWinds EOC platform and get one centralized, single view of all its clients’ networks.

With this strategy, Orion EOC has allowed Agilisys to monitor different security zones including its local government and health care clients without compromising the overall security model. Agilisys’ Network Operations Center in Mumbai is able to monitor all client alerts from one location and escalate any network outages and performance issues to the engineering team in the UK.

“SolarWinds addresses our critical need of round-the-clock alerting and is a solution that our Operations Center can trust,” said Shabrul. “With my faith in the products, its breadth of features, and quick and easy deployment, I don’t need anything more than the SolarWinds products suite. The products help us deliver a better service to both our external and internal customers.”

Network Management Simplified

Designed by network engineers for network engineers

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to more than 90,000 customers worldwide — from Fortune 500 enterprises to small businesses. Focused on the real-world needs of IT professionals, SolarWinds products are downloadable, easy to use and maintain, and provide the power, scale, and flexibility needed to manage today’s complex IT environments. SolarWinds’ growing online community, thwack, is a gathering-place for problem-solving, technology-sharing, and participating in product development for all of SolarWinds’ products.

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