Case History

Vlaardingen City Council

Often, there comes a point in the growth of an organisation where the impact of IT services moves from productivity enhancement to critical operations associated with business continuity. In response, the IT management challenge moves from simply troubleshooting problems 'after the event' to proactively monitoring and anticipating problems before they happen.
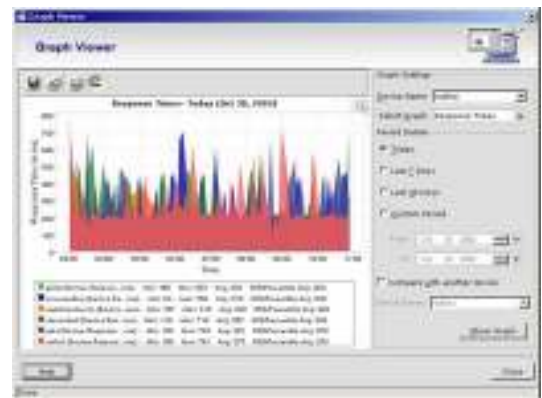
Gemeente Vlaardingen

For Marco Penning, IT Project Leader for the Dutch city of Vlaardingen, this threshold became obvious when the 700 employee organisation found itself using more than 30 servers and many applications with a steadily growing requirement for more in the future.

Having identified the need for an IT operations management solution, Marco and his team immediately researched the options available. The requirements were simple: easy to use, effective, low cost software tool that would accommodate multiple platforms.

The search identified solutions such as Net IQ, Microsoft Operations Manager and even plug-ins for Unix, but all had one big problem – the price. Open-source alternatives looked attractive but when taking into consideration the time and cost involved in setting-up, the true cost of ownership was in this case too high.

The breakthrough came with ManageEngine OpManager, the low-cost, web-based IT management software from distributor and service provider Networks Unlimited. With capabilities to monitor WAN traffic, applications and servers, and with integrated help desk and asset management, OpManager was a perfect fit with requirements. OpManager was able to run on both Unix and Windows and gave invaluable warning of potential problems using the reports delivered in 'Business Views'. Above all, OpMananger's pricing was a fraction of its competitors.

Marco explains: "In the past, we responded to problems by inspecting individual servers. It was very laborious. OpManager gives us a centralised view of all resources and provides the reports we need to avoid trouble."

"The features are extensive. They do everything we need but the software is very well designed and simple to use. This has shortened the learning curve for our administrators and we had the system up and running in a very short time."

"We've been using OpManager for a year now and it has improved our service delivery well beyond expectations. It's hard to know how we managed without it."

"As a public body, it is our duty to get best possible value for money in everything we do. In this respect, OpManager has excelled. We have been so impressed with the 'low-cost, high specification' approach adopted by ManageEngine solutions that we have recently purchased Applications Manager. This will help us manage our web applications that run our e-commerce and buy-online services. This is vital to ensuring that the people of Vlaardingen get a reliable service from our web site."

Vlaardingen City Council

For more information on Vlaardingen City Council go to www.vlaardingen.nl

Networks Unlimited

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