

**Case History:**

**30.10.06.**

## **Screwfix**

With five years of consistent economic growth, many UK companies have enjoyed rapid expansion of operations. As usual, though, expansion of IT infrastructure has been responsive rather than pre-emptive. Investment has reacted to failures rather than planned introduction in line with growth.

Screwfix Plc knows all about IT growing pains. Retail sales are growing at 20% per annum and, with plans for a further 200 new branches there are pressures on IT infrastructure to meet the demands of the rapidly growing number of business users.

Over recent years, IT Support Manager Grant Swift has had to deal with business critical applications running on systems designed for a smaller organisation, pushing CPU up to 100% and stretching systems to their limits. Not surprisingly, system down time has increased. Grant needed a solution that would provide immediate improvements, buying time until he could address the longer term solution of infrastructure replacement.

“Our critical systems include Oracle, Sybase, Web Logic, and Jboss. We also have a number of Java apps and middleware that we developed in-house. With systems running at their limits, application monitoring is paramount. When we were looking for a monitoring tool, Application Manager was the only one that could deal with the number and diversity of our applications, whilst allowing us to customise features and reports to meet specific monitoring requirements. Other tools we considered were either too costly or too complex. Application Manager had the balance just right.

“Applications Manager allowed us to analyse the reasons for applications going down – our Stock Management System was a frequent offender. Using the reports, we could set alerts to anticipate problems and buy ourselves sufficient time to take evasive action before a failure occurred.”

For many managers faced with investing in a software tool, the real challenge is in achieving a successful deployment. When a new software tool attempts to deal with the unknown and quirky features of an aging, real-life network, quality of technical support becomes the most important issue.

“Support for ManageEngine products is outstanding. Patches and fixes are readily available from the web site and the forum is an invaluable knowledge base.”

“On one occasion the ManageEngine support team rescued me when I needed to monitor a Telnet session from a Solaris box. On several occasions, they’ve helped me customise reports or set up alerts – like the time I needed to monitor web site performance every five minutes.”

“As usual, software is only as good as the support that comes with it. ManageEngine truly delivers both.”

### **Screwfix**

Screwfix Direct is the UK's largest direct and online supplier of trade tools, accessories and hardware products. With over 30 years experience in the industry, Screwfix dispatches tens of thousands of parcels every week for next day and weekend delivery to tradesmen, handymen and serious DIY enthusiasts all over the UK.

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