Lakeside Software, inc.®

# Case Study

Agricultural & Construction Equipment Company

## Key Benefits

Better Reporting Than Other Tools Already Owned
Fast Installation and Easy Operation
Performance Monitoring and Proactive Alerting
Detailed Troubleshooting Capabilities
Charge-Back Billing Capabilities

## Asset Management

Hardware/Software Inventory
Software Compliance
Change Control

## Performance Management

Remote Monitoring
Event Log Monitoring
Historical Troubleshooting

## Security

Prevent Unauthorized Application Execution
Web Access Restrictions
Application Management
User Activity Tracking
Service Monitoring & Control

## Reports

Utility Computing
Management Service Providers
Usage Reports/Billing
Automated Reports

***The Company:***

One of the world's leading manufacturers of agricultural and construction equipment operates large datacenters in support of its worldwide IT operations. Together with its related businesses, the company employs tens of thousands of employees in over 150 countries. An insistence on quality, research, engineering and innovation has propelled this company from a one-man operation to a leadership position in industrial manufacturing.

***The Challenge:* Improved Management Visibility and Reporting**

The company operates an IT environment in which many users execute applications via a terminal services architecture. Many users depend on each of the servers in the environment, and therefore downtime is very expensive. The company had in place several resource and performance management tools, but each provides either insufficient reporting or alerting capabilities or was too complex to operate and maintain.

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## SysTrack Installs Quickly and Provides the Desired Management Data

The company installed SysTrack, and used its remote deployment capability to complete the installation. Due to the highly integrated and self-configuring characteristics of SysTrack, data collection began almost immediately. Built-in reports provided management with the timely information required, necessitating very little special configuration on the part of the company.

In addition to extensive reporting on hardware, software, applications and user activity, SysTrack provided proactive performance monitoring for critical servers. Developing problems were flagged via email alarms sent to administrative staff, which then used SysTrack troubleshooting capabilities like the Blackbox Data Recorder, historical graphing and change reporting to isolate and resolve the issues. SysTrack's integral billing facility allowed management to bill resource consumption on shared systems back to the consuming users.

## The Installation is Extended to Other Servers

Success in managing the terminal-server based community of users, applications and systems led the company to try SysTrack for other Windows-based servers. The company found that the same ease of installation and powerful results achieved previously could be applied to other Windows servers with a few clicks of a mouse. The company had struggled with other management tools unsuccessfully, and made a decision to swap out these products in favor of SysTrack. In addition to providing unified management architecture across the data center, the company found that SysTrack could also handle clustered server environments that had been problematic for other tools.

## Future Plans

The company is presently completing its transition to use SysTrack for all Windows server platforms. Lakeside Software expects SysTrack to be part of the standard server build at the company to make deployment onto new systems automatic.

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