Progress® WhatsUp® Gold

Emovis tapped Pro2col to lead the implementation of Progress® WhatsUp® Gold to monitor its 400 servers

CASE STUDY

emovis
Abertis Mobility Services

INDUSTRY
Travel & Transportation

PRODUCT
Progress WhatsUp Gold

SUMMARY
When Emovis looked for a network monitoring solution to rectify the cyber blind spots it was experiencing with the 400 servers it managed, it turned to Progress WhatsUp Gold to provide full network visibility, a sophisticated alerting system providing updates of network issues and rectifications, as well as significant cost savings.

> "With WhatsUp Gold we've started monitoring event logs, application pools and WMI metrics. We receive alerts when a monitor is in a down state and the on-call resource also gets an automated phone call via the Opsgenie integration. When a monitor returns to the up state, we receive an up email and the Opsgenie alert is closed off. That's made us all happy."
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> **James Scott**
> Head of Infrastructure Team, Emovis UK

Challenge

Emovis UK is a highway infrastructure company that builds tolling systems that allow for free-flowing traffic. It also oversees large bridge projects in the UK. The IT team that serves as the eyes and ears for Emovis UK's infrastructure monitors its 400 servers but is only able to rectify issues if they have complete visibility into those servers. Their prior network monitoring solution had a very basic alerting system that only provided pings when devices went down and didn't provide updates via email and phone when those devices came back up.

This not only left cyber blind spots that cost Emovis lost revenue, it also caused the same issues to happen repeatedly without automatically putting corrective actions in place. For example, when Emovis UK's voice recording IVR service was down for a day and a half without the IT team's knowledge, it led to missing automated payments which ultimately led to penalties for missed KPIs based on the number of calls the contact centre had to process as a result.

Members of the IT team had prior knowledge of WhatsUp Gold and found the solution intuitive, easy to use and able to rectify the existing issues it faced with its network monitoring. That made it an easy decision to implement Progress WhatsUp Gold.

Solution

Emovis tapped Pro2col Ltd to lead the implementation of Progress® WhatsUp® Gold to monitor its 400 servers. They were then able to monitor their entire infrastructure, including applications, Web services and switches, for the first time. The team also began looking at the event logs, which is something it wasn't able to monitor with the previous solution.

WhatsUp Gold provided the team with a much more advanced alerting system, which included emails, and integration with Opsgenie, which triggered a call directly to the on-call resource and closure of the Opsgenie alert when situations are rectified. As James Scott, Head of Infrastructure Team, Emovis UK shared, "Progress WhatsUp Gold gives us visibility of all of our infrastructure and has allowed us to start monitoring our applications, Web services and switches. We support Infrastructure 24/7, and we have a lot of IIS boxes with web

services running. We need to know if something goes down. With WhatsUp Gold we've started monitoring event logs, application pools and WMI metrics. We receive alerts when a monitor is in a down state and the on-call resource also gets an automated phone call via the Opsgenie integration. When a monitor returns to the up state, we receive an up email and the Opsgenie alert is closed off. That's made us all happy."

The team has also used WhatsUp Gold to put corrective actions in place to rectify prior incidents like monitoring the Web services boxes on the IVR system to ensure that they wouldn't miss payments again. They also put preventative maintenance monitoring in place to plug visibility gaps and prevent ongoing issues from reoccurring. When new issues pop up, the team knows additional things to monitor and alerts to set up to be notified before the same issues happen again.

Results

Before Emovis started using WhatsUp Gold, they had a lot of the same incidents and problems reoccurring. As James shared, "I was asking questions, 'Why is this still happening? Why don't we know about this?' And I guess that's because the current tool we were using just didn't work for us. Now with WhatsUp Gold we resolved this incident earlier today and the first thing I did was open WhatsUp Gold to set up monitoring and notifications in the event that this ever goes down again, we can respond a lot faster."

With WhatsUp Gold, Emovis is able to respond more quickly to incidents when they do arise, ensure that the same incidents don't keep reoccurring and have the peace of mind that when issues are rectified that they will be

notified and that their incident management platform will be automatically updated to reflect the current status. On top of all the improvements they experienced with WhatsUp Gold, it also helped Emovis save money on the cost of the software alone. As James continued, "WhatsUp Gold has helped us to plug gaps in our monitoring visibility, respond faster to problems and saved us thousands of pounds on the cost of the software alone. Before WhatsUp Gold we had a lot of the same issues happening repeatedly and when a service went down and we were unaware of it, we'd be in a situation where automatic payments were not being processed which caused higher call volumes to our contact centre, which meant missing our strict KPIs, resulting in financial penalties."

Next, Emovis plans to use WhatsUp Gold's Configuration Management feature to backup all of its switch and firewall configurations.

About Emovis Operations UK

Emovis Operations UK Ltd is a wholly owned subsidiary of Abertis which are one of the largest Toll Road concessionaires globally. They provide customer services and manage their UK based IT systems from its offices in Leeds and Merseyside. For more information, visit www.emovis-tag.co.uk

About Pro2col Ltd

Pro2col is an independent consultancy that helps organizations to simplify secure data flows, servicing customers in United Kingdom. Specializing in Managed File Transfer, EDI, A2A, and integration technologies we offer unrivalled knowledge and insight into file transfer technologies. For more information, visit pro2col.com

Learn how to identify and fix cyber blind spots with Progress WhatsUp Gold

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