Customer Success in Education

Singapore Polytechnic Adopts Infrastructure Monitoring Solution

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Background

A leading Singapore Polytechnic was established in 2002, and received its first intake of more than 800 students in 2003. Having since moved to the larger, permanent campus in Singapore's Woodlands in 2006, it now supports more than 14,000 students.

Featuring six schools and one centre, the Polytechnic offers 38 courses in Engineering, Applied Science, Information and Communications Technology, Technology for the Arts, Sports, Health & Leisure, Hospitality, Culture and Communication, and Innovation and Enterprise.

Continuously striving for excellence, this Polytechnic has achieved international and national accreditations including: ISO9001, ISO14001, OHSAS 18001, Singapore Quality Class STAR, People Developer, Singapore Innovation Class and Singapore Service Class.

Challenges

The phenomenal growth of this Polytechnic has been accompanied by an even faster increase in devices and electronic services to support students and campus staff. This has resulted in the IT team having to utilize the majority of its resources to monitor a complex and continuously evolving IT infrastructure.

As a result, the team has experienced significant challenges, as configuring rules or alerts was becoming an impossible undertaking. Constantly forced into fire-fighting mode, the team were finding out where the problems were after end-users experienced the consequences. It was a stressful situation for the IT team and professional satisfaction was at an all-time low.

The team was constantly forced into fire-fighting mode, usually finding out where problems were after the end-users were already experiencing the consequences. It was becoming a stressful situation for the IT team and professional satisfaction was at an all-time low.

Opportunities

Understanding the need to pro-actively monitor its IT infrastructure, the IT team was looking for an automated solution to enable them to move away from the manual process of writing its own customized scripts for individual devices – some of which were failing.

The IT team also wanted to build trust with its end-users by being the first to be alerted to problems and solving them before the end-users were impacted. Currently, end-users were playing a significant role in the IT alert mechanism. In fact, it

was the high volume of end-user complaints that alerted the IT department to infrastructure and services problems, and this was usually because the alert scripts had failed. This was eroding trust between the IT team and the end-users, as the latter expected IT problems to be identified and rectified before they were impacted.

As such, the IT team was looking for an integrated monitoring solution to monitor network devices, as well as servers and applications.

NetGain Systems Mission Command Center (MC²) is plug and play, enabling the Polytechnic IT Team to automatically monitor its entire IT infrastructure - made up of hundreds of devices, multiple database servers, middleware and multiple in-house applications - all under a single management console and delivered as a service.

Solution

The Polytechnics' IT team approached several vendors, however were unable to look past NetGain Systems, who could deliver Infrastructure Monitoring as a Service (IMaaS) – which delivered a flexibility and ease-of-use that was very attractive to the team. As a model, IMaaS met the teams' exact requirements, as it would evolve as its IT infrastructure evolved, NetGain would constantly upgrade the service with new versions at no extra cost, and most importantly, it would not require any additional head count within the Polytechnic.

NetGain Systems Mission Command Center (MC²) is plug and play, enabling the Polytechnic's IT team to automatically monitor its entire IT infrastructure - made up of hundreds of devices, multiple database servers, middleware and multiple in-house applications - all under a single management console and delivered as a service. Simple issues, such as disk space full, server overloads, slow response times, abnormal high network traffic bandwidth utilization, to critical issues, such as database and application failures, could now be detected within a minute of occurrence.

As MC² was able to automatically detect the various devices, systems and applications in its IT infrastructure, as well as provide very intuitive management views of the entire status, the learning curve was extremely easy for the IT team.

After implementation, the IT team set automatic critical alert levels, via email and SMS, which meant they could take a pro-active approach to addressing problems before anyone was impacted.

NetGain MC² also met the requirements set by the IT team, which did not require the school to allocate additional bandwidth or manpower to manage NetGain Systems.

This close partnership allowed NetGain Systems to implement a fully automated monitoring solution to relieve the school's IT team from the mundane yet vital task of infrastructure

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monitoring. NetGain MC² now alerts the school's IT team when a monitored IT component approaches critical levels.

Benefits

Within a week of installing NetGain's MC², the IT team saw a dramatic decrease in end-user complaints, thus very quickly building back trust between both parties. The end-users were also giving higher end-user satisfaction scores, as they were now facing less IT downtime and thus, experiencing fewer frustrations.

Additionally, as the IT team could now do away with long hours spent monitoring IT infrastructure, they were able to focus on more strategic value-add services, which created a more positive environment and improved professional satisfaction.

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About NetGain Systems

NetGain Systems delivers the world's first plug & play IT Infrastructure Monitoring as a Service (IMaaS), which means our customers are proactive rather than reactive. We combine performance, availability, event, and impact management with predictive analytics that detect and reduce time to repair – and we achieve this BEFORE our customers or the services they offer are negatively impacted. Launching our global headquarters in Singapore in 2002, we have since opened offices across Asia Pacific, delivering our highly regarded and award winning IT Infrastructure Monitoring as a Service to more than 200 of the regions' Fortune 500 companies. Our customers cover all industry sectors, large and small, including Nanyang Technological University, China Mobile, Murphy Oil Corporation, CIMB Group, Mount Alvernia Hospital, amongst others, and we were the infrastructure monitoring partner for the Beijing Summer Olympics 2008 and the Singapore Youth Games 2010. We are proud to deliver a service that is cost-effective, extremely easy-to-use, and grows with our customers as they grow and evolve.

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