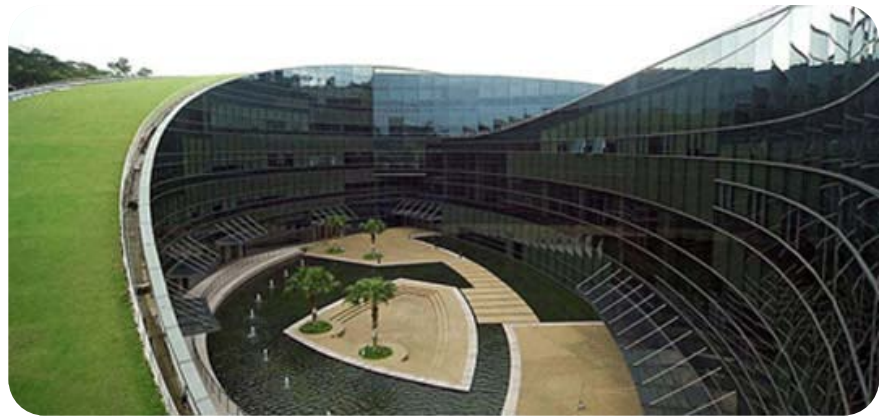


Customer Success in Education



SINGAPORE TECHNOLOGY UNIVERSITY DEPLOYS IMaaS

Background

A Singapore Technology University is internationally renowned as a research-intensive tertiary institution, with broad-based education offerings covering science and technology, business and the arts, as well as entrepreneurial and leadership skills to prepare students for a global world.

Dating back to 1955, today it has four colleges with 12 schools, and four autonomous entities. Providing high-quality global education to more than 33,500 undergraduate and postgraduate students, the student body includes top scholars and international Olympiad medallists from Asia Pacific and beyond. Hailing from more than 70 countries, the university's 3,300-strong teaching and research staff bring dynamic international perspectives and years of solid industry experience.

Challenges

The rapid growth of this University has resulted in a significant increase in the number of IT devices and electronic services required to support the students, academics and administrative staff. This has resulted in the IT team spending most of their working day monitoring multiple devices to ensure the campus IT infrastructure is running smoothly.

Additionally, as there has been little time for more strategic IT initiatives, the IT team has not been able to dedicate the time or resources necessary to configure rules and alerts effectively, which has consistently forced them into fire-fighting mode, trying to figure out where the problems are after the fact.

Opportunities

The IT team made a decision to implement an automated and customizable monitoring solution to enable them to move away from the manual process of writing their own scripts for individual devices. This would also help tackle another big challenge – a reliance on multiple solutions to monitor devices from different vendors.

The third, and most important reason for the decision to change direction, was due to the IT team recognizing it needed to build more trust between itself and the end-users. They recognized that if IT was first alerted to problems, and could solve them before the “customer” was affected, they could build this trust. Until this point, the end-users were playing a key role in the

“We needed to build more trust between our team and the end-users of our IT systems. We recognized that if we were alerted to problems first, and could fix them before the customer was impacted, then we could build this trust.

Up until this point, the end-users were playing a key role in the alert mechanism, because when scripts failed, it was the high volume of end-user complaints that alerted us to infrastructure and services issues.

This was significantly eroding trust with our customers. MC² has





alert mechanism, because when the alert scripts failed, it was the high volume of end-user complaints that alerted the IT team to infrastructure and services issues. This was eroding trust between the IT team and their customers, 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, which numbered in excess of 200.

Solution

The IT team approached a selection of vendors to assess the various IT monitoring solutions available, but it could not get past NetGain Systems Infrastructure Monitoring as a Service (IMaaS) – a service that met NTU’s exact requirements. A key winning point for NetGain Systems’ service was the school would not be required to allocate additional bandwidth or manpower to manage it because it is delivered as a Service.

NetGain Systems “Monitoring Command Center” (MC²) service – a plug & play solution – enabled the University to automatically monitor its entire IT infrastructure, made up of more than 200 servers - including more than 3,500 monitors of various categories, and servers such as Windows, Sun, Email, Database and Open VMS Servers - all under a single management console. Simple issues, such as disk space full, server overloads, slow response times, abnormal high network traffic, bandwidth utilization, all the way through to critical issues, such as database and application failures, could now be detected within a minute of occurrence.

After implementation, NetGain engineers assisted the IT team to set critical alert levels, which meant alerts were now automatically issued, via email and SMS, which meant they could take a pro-active approach to addressing these problems before the end-user experience was impacted. NetGain’s philosophy of working with its customers in very close partnership and as an extension of the IT team, enabled the customer to cost-effectively implement a fully automated monitoring solution that relieved the school’s IT team from the mundane task of monitoring its IT infrastructure. NetGain Systems MC² now issues alerts when IT components approach critical levels, so the IT team can address problems before the customer is impacted. They are no longer operating in fire fighting mode.



As NetGain's MC² service was able to automatically detect the various devices, systems and applications in its infrastructure and provide very intuitive management views, the learning curve was extremely easy for the IT Team.

Benefits

Within a week of installing MC², the University team saw a dramatic decrease in end-user complaints, thus increasing the trust between the end-user and the IT team. The team was also getting higher end-user satisfaction scores, as their customers now faced less IT downtime.

As the IT team could do away with long hours spent monitoring its IT infrastructure, they have become more strategic in their approach to IT. Knowing that their core-systems are being taken care of, the IT team can focus on delivering value-added services to their customers and fix problems before the end-user even knows there is one. This has led to higher professional satisfaction within the IT team, as they can now focus on future opportunities knowing that their IT infrastructure is being taken care of, all the while delivering higher value to the school.

About NetGain Systems

NetGain Systems delivers the world's first plug & play IT Infrastructure Monitoring as a Service, 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. You can learn more about NetGain Systems at www.netgain-systems.com or 'Like' us on Facebook <http://on.fb.me/netgainfacebook>