Save money with proper monitoring

It is nice to be ahead of a situation and not having to deal with constant fire fighting. Most IT departments will agree. But it is also nice to save money. The two things rarely coincide. At Jammerbugt Municipality, a solution has been found that includes monitoring of a large number of IT systems and services so that they are at the forefront while also saving money on better utilization of existing hardware.

In Jammerbugt municipality, they do not only check that things are running, and there is no outage or breakdown. They also proactively test the users' experience of the municipality's digital systems.

"It's never nice when employees contact you and complain about systems being down or slow, or they are unable to log in, etc. With automatic monitoring of the systems, we get an alarm when something does not work. Now, we can manage to fix it - often before anyone gets affected by it. We do not have the resources to manually make sure that everything is running, as it should, "says Leif Mortensen, Manager of Operations at Jammerbugt Municipality.

Compliance with SLA agreements
"The monitoring of our systems gives us a constant picture of how the uptime, bandwidth, and capability situation looks like. In this way, we can check if the SLA agreements we have concluded with our suppliers are being fulfilled," Says Leif Mortensen"

Free monitoring for six months
Previously, the municipaly used several rather expensive solutions. "Looking back, we have spent a lot of time and money on surveillance. But we had not really considered changing to a new solution, until we were introduced to the CapMon solution at a fair in Bella Center, Copenhagen. We were fortunate to win six months' free monitoring. We have been a customer with CapMon since 2001 and still use the their monitoring solution whcih meet our specific requirements. We are very pleased with the many configuration possibilites and it is nice to be one step ahead all the time", says Leif Mortensen. He acknowledges the necessity of automatic monitoring in an organization like Jammerbugt Municipality, with 165 locations, 400 servers and approx. 450 network components to be monitored.

Good economy in server monitoring
Monitoring does not only cover uptime. Also network components, status of server CPU, RAM usage, disk space usage, etc. are monitored. "With the monitoring of server's disk space, we can see any free space and overload. This means that we can move around more easily and allocate space depending on where the need arises. It is far better, seen from an economic point of view, as you do not risk investing in new servers because the existing servers appear to be full.

We also save money by keeping an eye on our SLA agreements and adjust them according to changes in our needs," says Leif Mortensen.

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cap:mon
THE MONITORING SYSTEM

Leif Mortensen, Manager of Operations

"Furthermore, the CapMon solution automatically takes backup of the configuration. Thus, we have copies of all switches. This is a huge advantage as many of the switches have been configured differently, and it takes time to reestablish them in case of a breakdown," says Leif Mortensen.

Good public service is highly prioritized
A municipality has many digital interfaces that should work, and at Jammerbugt municipality is is very important that users get as positive an experience as possible. "It's not enough for us to know that the system is running allthough users, e.g. find it slow. We have, therefore, set the system to log in as a user and check the speed and user experience in general. In this way, we can en-

sure that you get a good experience when working in all municipalty systems, whether it's the ESDH system, the library system or something else, "says Leif Mortensen.

The Jammerbugt Municipality is considering an expansion of the monitoring to also cover web applications in the future. "We prefer an external supplier like CapMon in our ongoing monitoring work. We prefer a Danish supplier if it can be justified, of course. In addition, we think it is an advantage that we can get Danish support. Although we all speak English, it's nice to call CapMon's people and explain in Danish about our challenges. CapMon's support staff is always very friendly and open to try things out, for example, if we have suggestions for special adaptations, "concludes Leif Mortensen.

FACTS ABOUT THE SOLUTION
Jammerbugt Kommune has used the CapMon solution since 2002.

The municipality monitors 165 locations and approx. 400 network components.

Jammerbugt Kommune monitors and measures the users' experiences of the IT systems proactively, as well as network components, server status, CPU, RAM consumption, disk space etc.

Three advantages

Leif Mortensen highlights three major benefits of having implemented the CapMon monitoring solution:

1
Full utilization of the servers
"The solution keeps an eye on the capacity of the servers and indicates which servers are fully loaded and which servers have free space. In this way, we can avoid unecessary investment in new servers, until all existing servers are fully utilized".

2
Danish support
"Vi prefer doing business with a Danish company, if they are competitive, pricewize. Also, as is the case with CapMon it is important to us that we can explain ourselves in Danish, when we need support".

3
We are one step ahead
"It is nice to be one step ahead of the users, and that we are alerted by the system in case of malfunction. Very often we can fix the problems before anyone gets affected by it".

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