Proactive monitoring ensures efficient IT operations

"The CapMon solution has enabled us to be proactive in our daily IT management. We typically discover incidents before our users do and can eliminate the problems before they even notice them," says Jesper Lasthein Hansen, IT Manager at Kamstrup A/S.

Overview and efficient IT operation

Kamstrup A/S use CapMon to monitor their servers and network, enabling them to predict and solve problems and thereby avoid any disturbance and disruption of the production.

When Jesper Lasthein Hansen joined Kamstrup A/S as IT director he needed an overview of the company's IT operation: "As I was new in the job I wanted to be sure that our IT functioned optimally, and therefore needed a complete overview of our servers, infrastructure as well as the overall load of the systems".

After some research on various monitoring systems CapMon came out as the best solution. "We are very pleased with CapMon. It has made us proactive in the daily management of our IT infrastructure – now we do not wait until the users call us about problems.

Typically, we identify the problems before they do," says Jesper Lasthein Hansen.

When you can predict the future

CapMon has given the IT department valuable information in several other situations:

"Over a period of time we kept track of the amount of disk space we used to store data on our SAN. We could see that we used between 15 and 18 GB per month, so already in October we were able to estimate that we would run out of storage space in March the following year. With this information in mind we bought more disk space plenty of time in advance, enabling us to close down servers and perform a controlled expansion of the disk space", says Jesper Lasthein Hansen.

Kamstrup has sales offices in Sweden, and some of the Swedish employees having home offices complained about an unstable connection.

Fortunately, CapMon can monitor all kinds of equipment connected to the network. "By means of Capmon we could demonstrate that our Swedish telecommunications provider had a problem. So where it may be difficult to demonstrate that a supplier delivers a flawed performance, we could actually prove it, and we subsequently experienced that the telecommunications supplier replaced routers to correct the error", says Jesper Lasthein Hansen.

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Proactive IT monitoring

For an IT department it is both very satisfying and practical to be proactive when it comes to troubleshooting. " One day we received a call from an employee at our sales office in Romania. Before the Romanian even had a chance to say anything about his problem, the employee who answered the phone in the IT department said:

"Your telephones have been out of order for the last four minutes. We are in the proces of debugging". The Romanian went absolutely quiet. These kind of situations are funny. The users are very surprised that we can identify the problems before they do and are already dealing with them when they call us", says Jesper Lasthein Hansen.

About Kamstrup

Kamstrup provides solutions for measurement and remote reading of energy and water consumption to energy companies, district heating industry and water utilities.

Their products are mounted in people's homes to register the actual consumption of energy and water.

Innovation is and has always been crucial for Kamstrup since its founding in 1946. The company is a technology leading supplier in a rapidly evolving electronics industry, and constantly striving to produce the best solutions for the customer.
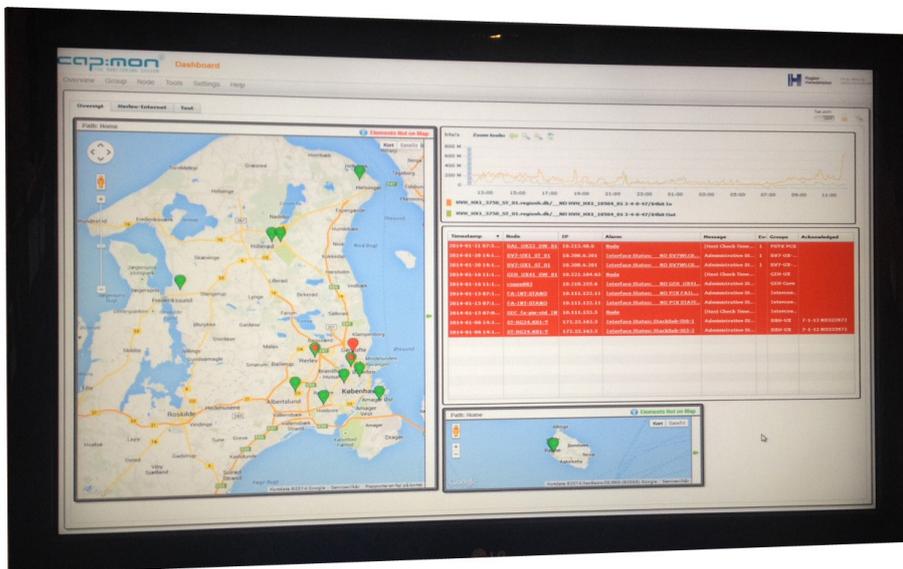
In CapMon you can set up personal dashboards, thus providing you with the exact overview that is necessary for your individual needs.

Monitor the IT infrastructure

CapMon monitors and collects information from infrastructure and applications and do not require installation of additional software on other units in the network.

The system uses certain functionalities from the Open source product Nagios a.o. for server and network monitoring.

CapMon has a Web-based user interface, which allows for quick access to the various functionalities.

Any deviations in values are inmmediately reported via e-mail or SMS, thus ensuring fast and efficient troubleshooting. effektiv fejlfinding.

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