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— Chris Young,
Director of Information Technology,
Houston Academy of Medicine—
Texas Medical Center Library.

SOLUTION

PacketTrap™ IT

CRITICAL NEEDS

- Comprehensive monitoring
- Ease of Use
- Cost-effective

RESULTS

- Alerting capability for effective management
- Auto-remediation to improve productivity
- Data to support IT resource decisions

Texas Medical Center Library Counts on PacketTrap™ IT to Manage its Network.

OVERVIEW

The Houston Academy of Medicine–Texas Medical Center Library (The TMC Library) serves the world renowned Texas Medical Center and is also the Regional Medical Library for the National Network of Libraries of Medicine South Central Region (NN/LM SCR); one of eight Regional Medical Libraries in the United States. The mission of the NN/LM SCR is to provide all health professionals with equal access to biomedical information and to improve the public’s access to information to enable them to make informed decisions about their health in the five state region of Arkansas, Louisiana, New Mexico, Oklahoma and Texas.

Currently, The TMC Library contains 76,500 square feet of space, and holds over 357,000 book and journal volumes. Additionally, the Library has subscriptions to 172 electronic databases and over 9,000 electronic journals. Serving a population of over 90,000 students, researchers, physicians and other caregivers, The TMC Library is a private, not-for-profit institution and is one of the largest stand-alone medical libraries in the world.

CHALLENGE

The TMC Library IT infrastructure, hardware, software and applications, supports between 300,000 and 400,000 visitors each year and more than 3 million annual electronic hits to its databases.

When Chris Young, Director for Information Technology, joined the TMC Library’s 5-person IT department, he found the network to be in disarray.

After major reconfiguration, The TMC Library network now consists of 150 PCs, 27 servers, Cisco routers, SonicWall firewalls, HP switches and eight wireless access points. Though the network is now more organized, as it grew in complexity it became more difficult to identify network performance problems and quickly address issues.

To put the IT team in a position to begin ongoing network monitoring, Young deployed a Simple Network Management Protocol (SNMP)-based solution to monitor network devices, their functions and performance. However, the solution was too cumbersome and difficult for other IT administrators without networking experience to use. Further, it became expensive to maintain over time as service fees were at least 40 percent of the original cost on an annual basis.

Young said, “Service fees for similar products should be closer to 10 percent of the cost, so we began a search for a more cost-effective, user-friendly network monitoring solution.”

The TMC Library needed the functionality of a high-end network monitoring solution with an intuitive user experience and a cost-competitive price tag.

SOLUTION

After evaluating several network monitoring solutions, Young implemented PacketTrap IT, a comprehensive and affordable networking management and application monitoring solution.

What PacketTrap IT delivered was real-time monitoring across network devices, tools for traffic analysis, alerting capability and auto-remediation—all out-of-the-box and more cost effective than other solutions he reviewed. Young also noted that PacketTrap IT’s interface

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was user-friendly, so even IT administrations without advanced network management experience could get the information they needed.

Using PacketTrap and NetFlow® standards, the IT department was also able to analyze traffic on various network devices to identify network traffic problems. Further, the IT department configured alerts through PacketTrap IT to flag network issues in real-time.

“Each person in the IT department checks PacketTrap IT every morning to determine the status of network devices they manage to determine if there are any trouble points,” said Young. “That quick view lets the team efficiently manage time and address critical issues.”

With PacketTrap IT, the IT department was able to monitor all applications on the network and determine the health of each application by quickly checking the PacketTrap IT dashboard that displays various statistics.

Young said he configured PacketTrap IT to alert him to mission-critical issues, preventing what could result in significant downtime. One specific instance: The library has three servers that run the TMC Library electronic resource services. If even one of those servers goes down, the library would have a major problem with no access to its website. Young explains that this has never happened since he uses PacketTrap IT to alert him or another IT administrator to inconsistencies on those servers, enabling the IT team to address an issue proactively.

Finally, remediation functionality available through PacketTrap IT allows Young to trigger applications or servers to restart in the instance of a failure.

RESULTS

“Using PacketTrap IT, we have a comprehensive picture of network health and we can set alerts to flag potential problems before larger issues arise,” said Chris Young, Director of Information Technology, Houston Academy of Medicine–Texas Medical Center Library. “In fact, within days of using the product, we were able to identify our biggest use of bandwidth and address memory and space issues on five servers.”

With PacketTrap IT, Young has the information he needs to make smart, quick decisions regarding IT resources. For example:

- Young determined that security personnel viewing images from the TMC Library security cameras was causing spikes in bandwidth and effecting networking performance. He was able to make adjustments to decrease traffic.
- By flagging issues with devices and applications on the network, Young can justify new purchase decisions pointing to the overall network improvement the new resource will have.

“The comprehensive networking monitoring, alerting and remediation that PacketTrap IT provides out-of-the-box gives us the ability to focus on more strategic IT projects,” Young said.

ABOUT SCRIPTLOGIC

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in the management, monitoring and support of desktops, servers and networks. ScriptLogic’s award winning solutions benefit over 29,000 customers worldwide in the areas of desktop, help desk, active directory, server and network management. IT professionals and organizations of all sizes rely on ScriptLogic to streamline administrative tasks and improve productivity through “Point, Click, Done” solutions. For more information, visit www.scriptlogic.com.