



Mid South Building and Supply saves money and increases productivity with Quest PacketTrap IT

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— Michael Bowen,
Senior Network Engineer

SOLUTION

Quest PacketTrap IT

INDUSTRY

Distribution

CRITICAL NEEDS

- Rapid notification of network issues
- Centralize, comprehensive, accessible network information
- Low maintenance fees

RESULTS

- Single solution to monitor network-wide server and router activity
- Increase productivity while reducing costs
- Auto-correcting issues

OVERVIEW

Mid South Building and Supply Inc. has been a distributor of windows, siding and cabinetry throughout Virginia and Pennsylvania since 1966. The four-person IT department is responsible for managing the IT infrastructure for the company's 175 employees across nine locations.

NETWORK MANAGEMENT CHALLENGE

Senior Network Engineer, Michael Bowen, needed a network monitoring solution that would swiftly notify his team about certain network issues or problems and establish a process to correct those issues. Mid South Building and Supply had a network management solution in place, but it required too much configuration, provided information about machines the team was uninterested in tracking, the data was too cumbersome to access and track, and the maintenance costs were exorbitant.

With limited IT resources to manage the nine locations, Bowen needed to be productive and proactive; identifying and troubleshooting issues quickly without having to log on to a server or other machines. Additionally, Bowen was seeking new solution that would reduce maintenance fee costs.

SOLUTION

After reviewing a number of network monitoring solutions, Bowen purchased PacketTrap IT, a comprehensive and affordable network management and application monitoring solution that proactively alerts IT administrators to concerns and includes remediation features to help correct issues. Mid South Building and Supply deployed PacketTrap IT to monitor network bandwidth, servers, desktops and other devices.

Michael Bowen explains: “PacketTrap IT provided the most value straight out-of-the-box. With minimal configuration and set-up effort, we now have access to data on the machines that matter most to our overall network infrastructure. From a single solution, we can monitor server and router activity at every branch and our corporate facility.”

Bowen and his team receive regular calls from users who encounter network resource access problems – i.e. Exchange or web server. PacketTrap IT helps the IT team quickly identify network issues and target repairs. With a quick glance at the PacketTrap IT dashboard, Bowen's team can track network activity to determine what is happening and assess how traffic is impacting other users at the company.

Bowen also values PacketTrap IT's advanced alerting system which notifies administrators, via email, SMS or mobile devices, to issues based on configuration that Bowen set up. For instance, if a branch is running at 70-80 percent bandwidth, the IT team would be notified and they can take action, such as shutting down the offending machine. PacketTrap IT also automates actions. PacketTrap IT can automatically attempt to restore services when a failure occurs by restarting applications or rebooting servers

RESULTS

PacketTrap IT has made Mid South Building and Supply's IT department more proactive, while also saving the company money.

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PacketTrap IT's Remote Agent provides a comprehensive look at network connectivity between Mid South Building and Supply's corporate facility and the nine other company locations.

Bowen and his team do not physically have to visit a site should they be alerted to an issue. Support costs are reduced as man-hours are allocated more efficiently; the team can quickly determine what network activity is causing an issue to address that issue without even logging into a network application or server.

Finally, with automated alerts and self-remediation, some network issues are corrected without any interaction from the IT team, leaving time for Bowen and other IT administrators to focus on more strategic projects.

ABOUT SCRIPTLOGIC

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