



CURRENTLY MONITORED BY WHATSUP GOLD:

- › 20 physical servers, 50 virtual servers, 60 virtual desktops, 25 printers at headquarters and 12 locations » Using VMware, Brocade, and NetFlow
- › 67 active monitors (35 of them custom) and 70 passive (SNMP trap) monitors
- › 87 devices managed with plans to add 40 more
- › Monitoring email servers and Exchange servers

Facilitating on-time freight transportation from ship to rail to truck, with help from WhatsUp Gold

Leasing and managing a fleet of 150,000 chassis and 320 generator sets in more than 300 locations, Flexi-Van has helped international shipping, rail and trucking companies move freight across North America for over 50 years. The company relies on technology and the Internet to automate tracking as well as strategic functions of utilization and fleet optimization, and needed to ensure the health of its own network.

Flexi-Van’s Challenge

When Jim Mercer arrived as IT Director of Flexi-Van in 2010, he had already used WhatsUp Gold to clean up the network in three other companies. “I knew that WhatsUp Gold would essentially do everything I wanted right out of the box – and with a little extra work, I could get it to measure and monitor nearly anything else.”

At the time, Flexi-Van had no tools to look at the health of the network, alert IT staff of problems, or study historical utilization and reliability. When IT had a problem, they knew it because customers were calling them.

It was a challenge Mercer had met before, and he quickly put WhatsUp Gold to work.

WhatsUp Gold Reveals Problems Hiding in Flexi-Van’s Network

Because his staff was initially skeptical, Mercer implemented and configured WhatsUp Gold himself. What he saw was troubling but not unexpected: switches not managed, network loops, overloaded devices, wiring issues. In less than one year, Mercer and his team performed a complete rip and replace of the infrastructure, relying on WhatsUp Gold to determine priorities and to ensure that the new network stays healthy.

Now uptime is 99.999% and maintenance requires only two team members out of an IT staff of 13. “Once WhatsUp Gold is set up, it runs itself,” says Mercer.



WhatsUp Gold Plug-ins at Flexi-Van

WhatsUp Gold helped Flexi-Van tune its network to increasing levels of efficiency over time and, in the process, has taught Mercer's staff to appreciate the software.

From his previous experience with WhatsUp Gold, Mercer recognized that the false positives the software will typically report initially aren't issues with the product. Rather, they are indicators of a network problem that's preventing WhatsUp Gold from getting the information it needs.

As the false positives got resolved, Mercer's staff learned to trust and appreciate WhatsUp Gold's alerts. "Now when they get an alert, they jump."

Mercer's bottom line: "When you look at the entire WhatsUp Gold toolset, it delivers a 24x7 Network Operations Center for a fraction of what the big players charge. There's almost nothing you can't do with this software."

WHATSUP GOLD PLUG-INS

- › **WhatsConfigured** – Network configuration and change management
- › **WhatsConnected** – Layer 2 and Layer 3 discovery and network mapping
- › **WhatsVirtual** – Monitor physical and virtual servers from a single console
- › **Flow Monitor** – Network traffic monitoring and analysis

"Since Flexi-Van implemented WhatsUp Gold, our customers know that IT is aware of issues immediately, is continually on top of network status, and works proactively to correct problems. That's a major shift from the days when they were the ones informing us of IT problems."

JAMES R. MERCER
Director of IT, Flexi-Van

About Ipswitch, Inc.

Ipswitch helps solve complex IT problems with simple solutions. The company's software is trusted by millions of people worldwide to transfer files between systems, business partners and customers; and to monitor networks, applications and servers. Ipswitch was founded in 1991 and is based in Burlington, Massachusetts with offices throughout the U.S., Europe and Asia. For more information, visit www.ipswitch.com.

For a free trial please visit: www.ipswitch.com/free-trials/whatsupgold