



Audatex “Insures” Network Health with InterMapper Software Solution

Network monitoring and alerting software delivers enhanced uptime and compelling return on investment

CASE STUDY

“We’re so on top of things. We can see if utilization is up or CPU usage is spiking.”

—Dave Demers
Network Engineer, Audatex

CUSTOMER:

Audatex products and services help customers process 20 million automotive insurance claims each year while covering 99.5% of vehicles on the road.

CHALLENGE:

Critical WAN, LAN, and Internet connections require a network monitoring solution that supports proactive uptime maintenance.

SOLUTION:

InterMapper ensures network operations with a general health snapshot and alerts that identify problems and reduce time-to-fix.

Snapshot

When 1,500 employees across the country rely on network operations to get business done, the network better be up and running. Network engineers and technicians at Audatex rely on InterMapper to watch over network health and act quickly on performance issues. InterMapper alerts are used to create trouble tickets in Remedy. Capacity utilization data is sent to Tivoli to support network expansion planning. With InterMapper in place, Audatex network managers have increased uptime, saved money, and maximized ROI.

The Challenge

Audatex technology products, information, and knowledge bases support the work for its insurance and claims processing clients. Products and services are delivered by over 1,500 associates who are located in Oregon, California, Illinois, Michigan, and Ontario, Canada.

Associates and customers communicate with one another via corporate LANs, WANs, and Internet connections. Twenty technicians are charged with watching the network and staying on top of performance issues to ensure network uptime. Watching a nationwide network distributed over so

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"We've increased uptime using InterMapper."

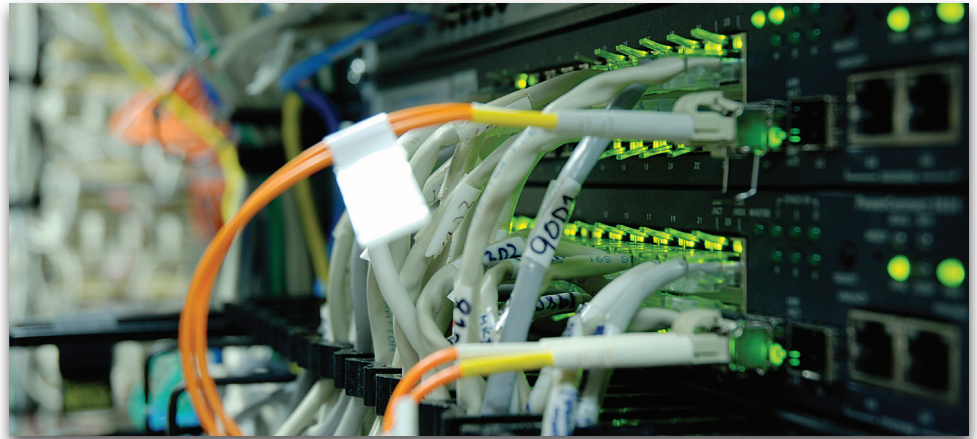
—Dave Demers
Network Engineer, Audatex

many locations and with so many users required a monitoring solution that provides an overall view and enough detail to drive needed improvements.

The Solution

"When we started to look at our monitoring system, a friend of mine from the University of Michigan recommended InterMapper," says Dave Demers, Network

When technicians do receive an alert or notice a problem, the data provided by InterMapper is used to populate the Remedy trouble ticketing system. Capacity utilization data is also sent to Tivoli where it is stored and viewed via browser to note trends and plan for network expansion. "We're tracking load averages and CPU speed over months," says Demers.



ABOUT DARTWARE

Dartware is a leading developer of network monitoring, mapping and alerting software. Our flagship product, InterMapper® is an easy to configure and fully featured management tool. It is integrated with a reporting package, a Layer 2 discovery module and a robust NetFlow analyzer. Available for major operating systems, these innovative tools earn quick return-on-investment by proactively notifying administrators to potential hardware, software and bandwidth issues that could cause business interruptions. Powered by an extensive library of probes, its color-coded maps and graphical reports provide a real-time view of any device on the network. More than 25,000 IT professionals worldwide use InterMapper as a cost-effective way to maximize network uptime.



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Engineer. "We started playing with the free evaluation version and it didn't take long to realize it could do the job for us. Even better, the price was so good it was easy to get financial approval."

Now Audatex uses InterMapper to get a "general health snapshot" of its networks. Technicians use InterMapper RemoteAccess to gain a continuous view of network operations and easy access to maps and reports. Wireless Cisco equipment is polled using built-in probes.

"Our operations center leaves InterMapper up on the plasma screen and we use alerting so that we see what goes down right away," says Demers. He attributes increased uptime to InterMapper data and maps. Technicians can spot problems before they're critical and reduce time-to-fix by quickly locating and diagnosing troubled connections and servers. "We're so on top of things. We can see if utilization is up or CPU usage is spiking. Maybe a process is taking too long or something is going wrong."

The Result

Demers has never calculated InterMapper's return-on-investment, but figures the software has paid for itself "several times over." Audatex previously used Tivoli NetView for network monitoring. A comparison of InterMapper and NetView costs indicates substantial savings. Demers has also noticed network improvements that translate into additional ROI. "We've increased uptime using InterMapper. I know I'd see an increase in uptime if I compared before and after InterMapper timeframes."

The network monitoring team is getting the most out of InterMapper. "It's so customizable. There's not much we haven't been able to make it do," says Demers. If there is a question or problem, the InterMapper customer support team is able to provide quick help. "InterMapper support is outstanding. I get in early in the morning and write up my questions and hear back right away."