



InterMapper Helps Keep Västtrafik Running

Network monitoring delivers reliable public transportation website service

CASE STUDY

*"InterMapper is so easy.
You can learn to use it
in an hour."*

—Göran Åvhlík
Systems Engineer, Västtrafik

CUSTOMER:

Västtrafik coordinates all public transportation—buses, taxis, ferries, and trains—in the Västra Götaland region of Sweden.

CHALLENGE:

Västtrafik's network engineers have to deliver 24/7 uptime for websites, public video screens, in-vehicle systems, and associated network devices.

SOLUTION:

InterMapper provides an overview of the entire network and points out problems that engineers fix before drivers or customers notice.

Snapshot

Western Sweden's rail, bus, tram, ferry, and taxi system are run by a network that announces schedules, locations, fares, current conditions, and route problems to riders and operators. A four-person team is charged with keeping the network and the information it provides up and running 24/7. InterMapper's network maps and alerts that go to cell phones and emergency night services direct network engineers to problems that they fix before customers notice a thing.

The Challenge

In western Sweden, Västtrafik shoulders the responsibility for keeping rail, bus, tram, ferry, and taxi systems up and running. About 500,000 trips a day are taken on the network of public transportation options that Västtrafik supports and monitors. Riders, vehicle operators, and administrators rely on:

- websites that list schedules, fares, routes, and policies
- 300-400 publicly placed video screens that allow riders to see if trains, buses, or ferries are on-time

FREE EVALUATION
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"Before we had InterMapper we just waited for things to break and people to call us."

—Göran Åvhlik
Systems Engineer, Västtrafik

- in-vehicle screens that allow drivers to view the system
- over 130 network devices that keep information flowing

Systems Engineer Göran Åvhlik, and his three-person team are in the middle of it all. They're charged with keeping Västtrafik's network up and running 24 hours a day, seven days a week. "We're running reality systems," says Åvhlik.

middle of the night. Now, email alerts time out at the end of the work day and emergency night services are called if something happens during off-hours.

The Result

With InterMapper, Västtrafik is maintaining 24/7 uptime of websites and over 130 network devices that are critical to the overall network. "InterMapper gives us a good overview of our network

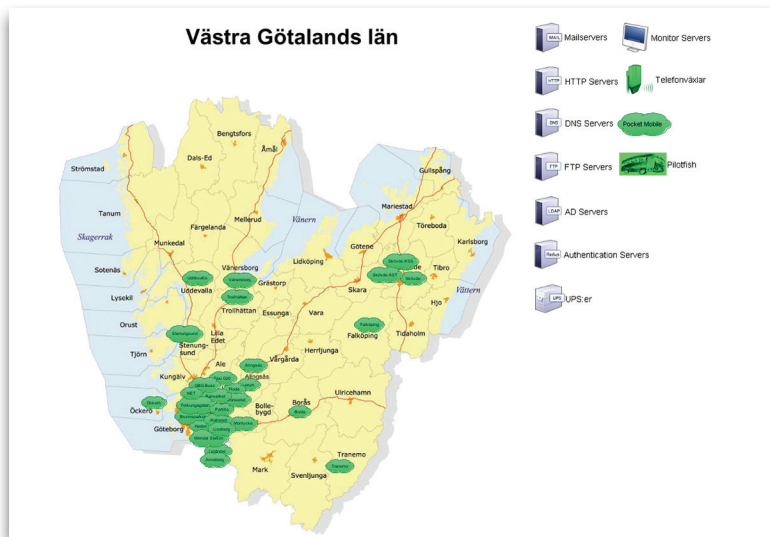
ABOUT DARTWARE

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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"People want to know that their bus will be there in five minutes. Bus drivers want to know why they can't empty their ticket machine."

The Solution

Several years ago, Åvhlik was looking for a way to watch Västtrafik's websites, video screens, and critical network devices. "We looked at HP OpenView but it is too big," says Åvhlik. "We'd need one person working full-time to manage it."

Åvhlik chose InterMapper for its ease of use. "It took about an hour to learn," he says. "We can see just what we need to see."

Åvhlik has configured InterMapper to alert him and others to problems via email. At first, he set alerts to call his cell phone but soon realized that there was little he could do from home in the

and we're able to create different maps for different clients," says Åvhlik. "For example, we have maps for bus drivers who communicate via GPRS to check on the system when they have a problem with the network."

Usually, InterMapper maps show Åvhlik and his team problems before regional operations or, more importantly, customers notice. "I call and say, 'Hey, you've got a problem with something' and they can fix it," says Åvhlik. "Before we had InterMapper, we just waited for things to break and people to call us."