



Challenges

- Network downtime not an option
- Notifications on even the most subtle outages
- Complex network and system environment
- Monitoring tool had to be both affordable and flexible

Results

- More complete view of the infrastructure
- Intuitive user interface
- Cost-effective tool even for a tight IT budget
- Unmatched price and performance ratio
- Outages and performance issues resolve much faster

Background

JBFCs is New York City's largest provider of human services. Founded over a century ago, the non-profit organization provides mental health counseling, early-childhood development consultation, domestic violence counseling and many other services through 125 programs in the New York metropolitan area. Reaching more than 55,000 individuals, the organization bases its work on one core belief: changing behavior can change lives for the better.

JBFCs has 7 Divisional Boards:

1. Adults Living with Mental Illness
2. Children & Adolescents in Residence
3. The Clinics
4. Early Childhood & Learning
5. Jewish Community Services
6. People Living with Developmental Disabilities
7. Professional Development & Training

Members link JBFCs programs with potential donors, volunteers, and leaders to advocate on behalf of the clients and programs in their respective divisions at more than 50 geographic sites.

Problem

JBFCs's primary vertical market is a patient information and service delivery application operated by clinicians. These clinicians must input their notes into the system during and after clinical visits. If there is redundant connectivity or the system goes completely offline clinicians must resort to other means of inputting data, often leading to missed deadlines and inaccurate transcription.

John McNally, Senior Network Engineer for JBFCs and his team provide design, implementation and third-level IT support to the organization.

"I needed to notice even the most subtle outages. Even if the T1 line fluttered," said McNally. "At JBFCs we try to offer the best network and application availability to our entire organization, and I needed an affordable, yet flexible monitoring solution."

Because of its widespread footprint (50 geographic sites), JBFCs has an increasingly complex network and systems environment. The network is connected over DSL, VPN, Cable Modem, Gigabit Ethernet and Ethernet over Copper.

"I appreciate the constant effort that GroundWork puts into improving the product."

—John McNally, Senior Network Engineer for JBFCs

Solution

Before implementing GroundWork, JBFCs considered HP OpenView, SolarWinds Network Performance Monitor and Nagios. According to McNally,

- HP OpenView – not very customizable, complex and high cost
- SolarWinds – a Windows-centric platform with a lacking feature set, more geared towards performance monitoring, not availability monitoring
- Nagios – a great engine, but complex to configure

“GroundWork Monitor Enterprise has enabled us to probe every corner of the network, giving a much deeper view of our infrastructure. It enables our support staff to address outages and performance issues in a very timely manner,” added McNally. “Basically, GroundWork handles everything without me having to worry.”

JBFCs has a single server at its main location, which monitors network and application performance on 150 production servers and 100 network devices across 50 geographic sites (35 mile radius). The organization displays a variety of availability maps in its NOC and support center providing detailed operational information to network engineers and system analysts through GroundWork’s status views and dashboards. GroundWork enables the organization to collect historical data on system and network performance through the Cacti component.

Results

GroundWork offers an extremely reliable solution that has the benefits of an intuitive user interface and cost effectiveness for tight IT budgets. In addition, it is highly customizable though many underlying open source components, which themselves are being refined and supported by thousands of developers world-wide.

“We are a non-profit organization and it is an ongoing challenge to find cost-effective solutions in all of our service areas. GroundWork offers an unmatched price and performance ratio, enabling us to utilize functionality that we could not afford otherwise.”

“We have a very lean staff, IT handles the network and systems monitoring that we spend a lot less time troubleshooting. Information is right in front of us.”

Future

JBFCs looks forward to implementing integration of Cacti into its service checks in the near future.

“As a customer, I appreciate the constant effort that GroundWork puts into improving the product. With each new version, I see greater reliability and useful new features. Also, the wealth of technical articles and instructional videos are extremely helpful in getting the most out of GroundWork,”

About GroundWork

The leading open platform for network, application, and cloud monitoring, for companies with heterogeneous operating systems, application and hardware environments who want to reduce ongoing monitoring costs, consolidate views and improve staff productivity.

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