

Falköping municipality realizes the benefits with monitoring

No one can question the investment in op5 Monitor, after the benefits that we've experienced from the system, says Thomas Brodén, network service manager at the IT department for Falköping's municipality. op5 Monitor is web based and simple to maneuver and we don't need a person spending time, making sure the system is up and running. We receive the necessary alarms in order to keep high availability in the net.

We have a technician whose name is Bengt Andersson and who works on building up the infrastructure, says Thomas. One morning, he received a switch alarm. Bengt could, immediately, go to the location and it ended up being the Technology Office, who had, while digging, broken a telephone cable and a fiber cable. The outage affected the Human Resource team at the Social Administration, who plans the staffing within the health care system. Their phones were out and they lost access to their website, of which they are totally depending on in order for the operation to function. A temporary facility was established instead, in a conference room, at the City Hall. The technicians brought the computers and the switchboard reconnected the telephones.



Bengt Andersson
Technician
Falköping Municipality

- One hour after we had received the alarm. they were back at work, says Thomas Brodén.

-It is totally obvious that we save both time and money with op5 Monitor. We have, for example, a fiber net, in the countryside, and occasionally we will have an outage in one of the technology facilities. From the time that someone calls, to that the proper person has been contacted and started the process of searching for errors and correcting the problem, it can take up to four hours. With op5 Monitor we receive an alarm via a text message immediately directed to the proper person, who can access the web, find the problem and correct it, in the time span of one hour.

- We have in this case saved three hours for the administration, which can have up till 100 users, concludes Thomas.

Quick Facts

Industry: Municipality with 31.000 inhabitants

Requirement: More effective trouble shooting to avoid down time in critical systems

Solution: Appliance based op5 Monitor and op5 Statistics for monitoring and detailed analyses.

Result: With op5 Monitor the IT department save a lot of time trying to find the actual problems. Now they receive an alarm via a text message immediately directed to the proper person, who can access the web, find the problem and correct it, in the time span of one hour.