

The Swedish National Agency for Higher Education Saves Nearly half a Million Kronor per Year!

Högskoleverket (the Swedish National Agency for Higher Education) is a central agency responsible for matters relating to institutions of higher education. The agency contributes with support used to change, improve and renew operations in the higher education sector and supervise higher education institutions in order to ensure students' legal security.

Högskoleverket had a monitoring system that first aimed to monitor the use of hardware resources and the accessibility of the OS (Operating System) on its servers. It wasn't meeting the IT department's requirements. They needed a system that:

- monitors the network based services offered to the organisation by the IT department
- sends the on call IT department member an sms if the services stop working
- offers statistics regarding network services accessibility
- is cost effective

“We were given a demonstration of op5 Monitor at an event in 2004. Once the decision had been made, we contracted op5 to for installation and training. Now we can plan our operations in a much better way than before as we now have a great source of information. We have freed up resources to work proactively in the IT environment here at Högskoleverket”, says Ewa Engman from the IT department. “It is a good instrument for us when we meet management, being able to display statistics and sources of errors. Furthermore, we've lowered our costs, recouping our investment costs in just two and a half months”, Ewa concludes.



Per Svensson the System Administrator at the same organisation adds:

“What I like best about the system is that it is so simple to administrate. The graphical interface is great. I instantly get a good overview of our entire IT-environment, including applications and services. Our previous system had to many alarms and they arrived without any information identifying where the problem was. Now, when we receive an alarm it arrives with the right information so we can address the problems quickly.