

## Case Study BLĚSK

April 2017



### Web Site

[www.ville.laprairie.qc.ca](http://www.ville.laprairie.qc.ca)

### Sector

Municipal

### Location

La Prairie, Québec

### Society

La Prairie is a city rich in almost 350 years of history. With a population of 24,336, La Prairie is a vibrant living environment where the peace and the quality of services are at the rendezvous. The city is located on the South Shore less than 10 minutes from Montreal, near the Champlain Bridge and the Dix30 neighborhood.

### Challenges

- Improve the management of their IT assets.
- Have the ability to manage the network remotely.
- Decrease the duration and number of breakdowns.

### Applied Solution

BLĚSK Network Monitoring — License Advanced



## City of La Prairie selects BLĚSK to monitor IT infrastructure

### CONTEXT

The City of La Prairie (*city*) does not manage their IT infrastructure. They had delegated this part to an external firm which, 3 days a week, went to the site to check the state of the network. Moreover, in some computer incidents, frustration was felt among users, because when a problem occurred on the network, the delay was sometimes very long to find the source of the problem. It was therefore important that the city acquire a monitoring tool to detect the sources of the problems very quickly and able to be managed remotely by Trilogie. BLĚSK was the ideal solution.

### DISCOVERY OF BLĚSK

Following a presentation by Prival on BLĚSK product, the external firm that manages the computer and the city were impressed by the product. It met all the criteria they needed to manage the network. The monitoring tool was complete and it offered technical support at hand.

Following the first scan by BLĚSK, the city had a rather healthy network. However, the primary purpose of the BLĚSK acquisition was not to solve problems, but to have an overview of the state of the network.

Indeed, the city has several locations far enough apart, within a radius of 5km, from each other, but all connected to the same network, causes minor breakdowns to occur frequently. The city's computer technician uses BLĚSK everyday to make his list of priorities. For example, in times of storms, some sites may fail. As a result, the technician receives alerts on his phone and when he arrives in the office the next morning, it is easier for him to identify all breakdown locations and act quickly by fixing the problem before the users realize.

### ADVANTAGE

By having a monitoring tool adapted to their infrastructure, it is much easier for the city to be proactive. Today, technicians can better deal with problems because they are alerted at the very moment when the problem arises. Since the acquisition of BLĚSK, the equipment speaks before the users realize some problems. For example, during a weekend, the city network encountered problems, having been warned during the weekend, the technician returned earlier Monday morning and solved the problem neither saw or known to users.

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### Solution

BLĚSK Advanced to use the Application Performance Monitor, Network Performance Monitor, Network Traffic Analyzer, Switch Port Manager and Event Log Manager modules to make monitoring their computer network easier and faster.

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### Results

- Take immediate action
  - The City of La Prairie has become proactive
  - Reduction of user frustration
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### À propos de BLĚSK

BLĚSK est une suite d'applications pour le monitoring et la gestion du réseau. Il est composé d'un mélange d'open source et d'outils propriétaires qui sont préinstallés sur une version optimisée 64 bits de Linux CentOS.

BLĚSK aide à comprendre le comportement de son réseau. N'importe qui peut maintenant visualiser et analyser les problèmes avant qu'ils n'affectent votre réseau.

### Site Web

[www.blesk.ca](http://www.blesk.ca)

### Siège Social

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The technical team therefore stopped being in a “firefighter” mode facing the problems and became proactive. Trilogie has even extended its use of BLĚSK to other cities like Sainte-Catherine and Chambly.

### WHAT THEY WOULD LIKE IN THE FUTURE

The City of La Prairie has decided to integrate BLĚSK into its infrastructure by phase. The first phase was to be able to scan the network and become proactive with the problems on the network. The second phase is to refine BLĚSK by adding some modules. For example, currently, they use the Event Log Manager only when needed when the behavior of an equipment suddenly becomes unusual. However, in the next phase, they would like to use the logs in a more usual way and use them to create a history of the equipment. They would also like to add modules in order to have an even more complete and rigorous monitoring tool.