

blësk network monitoring



Be prepared! Cégep Saint-Hyacinthe chooses BLËSK to monitor its network. *April 2nd 2013.*

EXECUTIVE SUMMARY

Challenge

Develop and deliver advanced technology to maintain network infrastructure health, improve network availability, and avoid downtime.

Solution

BLËSK Enterprise Edition

Benefits

- Powerful tool enables IT teams to become quick and responsive
- Detects, diagnoses and resolves performance problems when breakdowns occur
- Streamlining maintenance, repair, expansion, and modernization becomes easy

A decade ago, the challenge for a Cégep was the necessity of having a good computer lab. In 2013, instead of computer labs there are workstations, laptops, tablets, smartphones and virtual servers for storing more and more information. The IT requirements are much more demanding than they were ten years ago.

Saint-Hyacinthe, Quebec, called « Technopole agroalimentaire du Canada » is the most important city of the Maskoutains region.

It is home approximately 60,000 citizens including 4000 current students and nearly the same amount of training students who attend the Cégep.

IT Management Challenge

The primary mission of Cégep Saint-Hyacinthe MIS (Management Information Systems) is to develop and deliver a technology vision that supports the goals and objectives of Cégep de Saint-Hyacinthe for both the present and the future.

Keeping track of the distributed network infrastructure's health and performance is the department's greatest challenge.

4000 current students
500 teachers
200 staff members
1500 workstations

MIS supports over 1500 workstations and devices as well.

The team performs installations, configurations, imaging, disposal, hardware repair, software installations, troubleshooting, inventory, training, and licensing for various types of equipment in the district.

In addition, the team must be prepared for up to 5000 unique users accessing the entire network. It goes without saying that 24x7 availability is an integral part of the school system's operation.

BLËSK selected as Go-To Solution

The MIS team turned to BLËSK to help ensure the Cégep Saint-Hyacinthe's network is always on, always available.

"BLËSK offered a competitively priced product that could manage and maintain the entire infrastructure all from within one common suite" said Caroline Biron, Vice-President of Prival.

The school chose BLËSK Enterprise Edition to quickly detect, diagnose and resolve server and network performance problems or outages before the users even notice there was an issue.

Using BLËSK Enterprise Edition, the MIS team is able to see accurate information on real-time network data, servers and services availability, and can get a true account of the network status before rushing into situations when district sites report a "total outage" of IT related equipment.

It ensures operational control of hardware, software, and other assets because IT inventory management is an important part of an organization's strategy. It allows to save countless man-hours and money. It becomes easy to detect and report configuration policy violations and deliver real-time alerts, to protect against unauthorized, unscheduled, or erroneous configuration change.

Look ahead

The implementation of BLËSK Enterprise edition helps the team develop a strategy to meet its service level agreements covering services and infrastructure, further elevating how MIS is striving to provide a manageable, efficient and uptime-conscience school network rivaling top-class business networks.

With a solid IT management solution as the team's foundation, the Cégep de Saint- Hyacinthe can begin to plan and prepare for future MIS projects, including the implementation of a packet shaper.

About BLËSK

BLËSK is a leading global monitoring software suite, entering today its 2nd decade of leadership. The Software, created by Prival, demonstrates the vital role that monitoring technologies, infrastructure and data traffic analysis, and accurate intelligence has in propelling successful businesses in a global network. BLËSK solutions is used in both small and large companies, enabling IT managers to deliver an optimum end-user experience and seamless IT to achieve business efficiency in the face of increasing complexity.