The Commission Scolaire de la Seigneurie-des-Milles-Iles chooses BLËSK for its network monitoring

CONTEXT

The CSSMI is one of the four largest Quebec school boards in number of students and continues to grow by adding new schools to its 88 institutions. This involves a complex computer network, with high amounts of computer equipment to monitor and update in order to prevent problems. The organization therefore needed a comprehensive tool to monitor everything from a single location. Looking for a more modern solution, the management team turned to Prival, who presented their BLËSK monitoring suite. Their resquest was simple; be proactive and maintain a comprehensive view of their network.

THE ADVANTAGES OF BLËSK

Supply : What you should know.

With data that is constantly increasing, the storage of information for analysis can quickly become painfully heavy and weigh on the overall performace of a system and its users. This scenario often leads to a degradation of available reports and metrics. Through its innovative approach and balanced management metrics, BLËSK sets a new standard for accuracy in planning equipment requirements. At the executive level, the tool facilitates decision making in order to make informed choices about future investments. Management can now plan their purchases based on real and solid data.

Automated maintenance

In the past, the IT departement had to constantly intervene at different levels regarding maintenance of their monitoring system, especially in optimizing their database. Through automation provided by BLËSK, diligent and intensive maintenance is no longer needed. Manual interventions are reduced significantly. It is now possible to see the advantages of a self-managed monitoring solution. For the CSSMI, BLËSK automatically manages the database intelligently, updating it and correcting erroneous entries. This, among other things, provided significant time savings for the support team.

Improved visibility, agile and intelligent

Another challenge for the CSSMI was to monitor and inventory large quantities of equipment. Previously, only specific types of equipment were part of the moniroting solution, limiting the visibility of their network. Thanks to its intelligent and structured scanning, BLËSK allowed them to discover unknown devices connected to their network.

By using templates and predefined groups during auto-detection, BLËSK sorts equipment into appropriate categories and allows for the standardization of monitoring functions based on equipment type. For example, when adding a switch on the network, the system will not only detect it, it will also automatically associate it with a group, configure services to be monitored, and define alert thresholds.

Improved team cooperation

Before BLËSK , the IT team was receiving a high number of illegitimate alerts, many of which went to the wrong people, or were lost in the delivery logic. This inevitably lead to the staff paying little attention to the alerts received.

SECTOR

Education

SOCIETY

**Commission scolaire
de la Seigneurie-des-Mille-Îles**

The organization brings together 88 institutions spread across the large territory of the north shore of Montréal. The CSSMI IT service mission is to provide IT support to administrative educational activities of all the buildings. To date, it employs 7,500 people and servces more than 37,000 students. The organization also provides services to residents in over 16 cities.

CHALLENGE

Replace its traditional network monitoring solution for a modern solution;

Respond more quickly;

Monitor the entire IT infrastructure;

Significantly decrease the number of calls for support;

SOLUTION

BLËSK Network Monitoring- Enterprise License

Thanks to its flexibility and its advanced options for creating and managing groups of alerts, BLËSK allowed the CSSMI to go further in the consolidation of its facilities. This approach has created a better team collaboration, sending alerts to the right people defined according to the groups. Result: a gain in efficiency by eliminating alerts going to IT people not affected by the problem.

Big data : observation of trends

It is not easy to have an effective system for log management. Often, after a number of entries, the software used to search for stored events become pitifully slow and discourages the centralization of the archives.

The RESTful technology (NoSQL) used by BLËSK to centralize millions of systems events allowed the CSSMI to quickly locate network problems such as a loops on the LAN segment, or faulty wiring. With the advanced search filters, and the creation of dynamic arrays using the « drilldown » approach, it is possible to perform granular searches.

Improve problem resolution time

The CSSMI assistance center could receive up to 25 calls a day for the same problem. Now, the IT department can solve problems on the network even before users realize it. By sending only alerts to technicians assigned to them, they can take immeditabe action. Moreover, it sometimes happened that a phone would disconnect of the CSSMI network. Previously, technicians were asking employees of the different establishments to disconnect and reconnect the phone. With BLËSK, they can now work directly on the problematic port switch while reducing the risk of breaking the device during handling.

BLËSK on your mobile

In the past, if a technician would interact with the monitoring system in place, he had to connect to the server hosting the monitoring solution and open the software in question before he could begin to do his work. This approach, as you might expect, involves several steps and manipulation of the equipment to get a connection

BLËSK is a web-based tool writeen in HTML5, accessible from anywhere, directly on any smart device. This enables technicians to access their monitoring system more quickly and easily.

Dynamic map

Receiving alerts is a very important point of monitoring networks. However for CSSMI, it is also important to be able to visually identify the location of the fault within a reasonable time so that a technician can take action as soon as possible. The simplified and intuitive features of BLËSK mapping tool have pinpointed equipment issues in many institutions of the CSSMI, making it easier for technicians. They can now identify the equipment quickly by using the interactive interface.

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RESULT

1 An intelligent monitoring solution that is automatically self-managed;

2 Gain efficiency by eliminating the sending of alerts to IT people who it does not concern;

3 Proactive in identifying problems before they occur;

4 Compatibility with mobile devices facilitating access to the solution from anywhere with the help of a web browser.

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Interventions take place before the first call to the help desk;

Increases technician response speed;

Reduction of time needed for technicians to solve problems.

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ABOUT BLESK

BLËSK is a suite of applications for monitoring and network management. It consists of a mixture of open source and proprietary tools that are preinstalled on an optimized 64-bit version of Linux CentOS.

BLËSK hekps to understand the behavior of its network. Anyone can now view and analyze problems before they affect your network.

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