

# New Zealand IT service provider assures its own systems' effectiveness with SolarWinds® Network Configuration Manager

As an information technology leader offering IT as a Service, Software as a Service and Telephony as a Service to customers in New Zealand, **Appserv** sees it as critically important that its own systems run as efficiently as possible. To this end they seek out and use the most effective tools, including **SolarWinds® Network Configuration Manager** (NCM). According to their IT team, NCM has minimised the management overhead and assured compliance within their network.

## The Customer

Based in Auckland, the largest city on New Zealand's North Island, Appserv offers a complete IT infrastructure service to companies that require reliability, security and flexibility in their systems.

Each customer enjoys a tailored solution, taking advantage of Appserv's focused team and copyrighted processes. For clients, this means greater simplicity, flexibility and predictability, delivered with complete confidentiality and security. This is supported by Appserv's data centre which operates at a level that would be simply uneconomical for most businesses to build in-house.

## IT Management Challenge

Appserv manages a large and complex infrastructure that services more than 250 customer sites. The company's IT team looks after 550-plus servers, more than 300 routers, and over 150 applications. With more than 250 devices on the company's own network, Appserv's IT professionals found it difficult to manage global changes such as passwords, access control list changes and backups.

"All the changes were performed manually, which represented a huge overhead on our IT team and introduced an element of risk," said Conrad Malota, Systems Development Manager. "We saw an urgent need to minimise the management overhead, and ensure operating system and configuration compliance across all their devices."

## Solution

Malota decided it was essential to introduce a tool that would manage Appserv's entire IT configuration, including backup, switches and the management toolset. He sought the answer online and found SolarWinds Network Configuration Manager (NCM) to be the most cost-effective and comprehensive solution.

SolarWinds NCM automates Appserv **network configuration and change management**. The solution enables bulk configuration, community string, ACL and MAC® address changes; automates network configuration backups and compliance reporting;

## CLIENT STATISTICS

More than 550 servers and 300 routers at 250+ customer sites, running more than 150 apps.

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detects and reports on configuration policy violations; and delivers real-time alerts. SolarWinds NCM also protects against unauthorised, unscheduled or erroneous configuration changes and automatically discovers SNMP-enabled network devices. It is implemented easily – in less than an hour.

SolarWinds NCM keeps the Appserv team ahead of network issues by providing immediate visibility into the cause-and-effect relationship between configuration errors and network performance. IT professionals rest easy and save time with features such as nightly configuration backups, bulk configuration changes, user tracking, and inventory and compliance reporting.

## Results

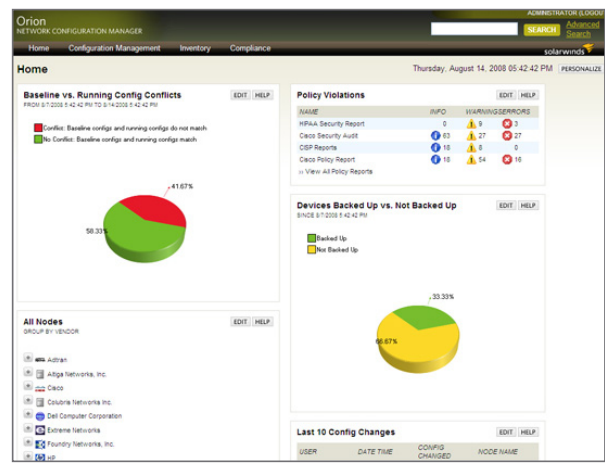
“Before we introduced SolarWinds Network Configuration Manager, all our network administration and changes were performed manually. This represented a huge overhead on our team, and it introduced risk,” said Malota.

“NCM has delivered significant bonuses to Appserv: by automating configuration, it has assured us of network compliance, and in doing so has eliminated the risks inherent in running a manually configured network. It has also given us a reliable inventory. Most important, we have been able to minimise management overheads and regain many of those lost human hours spent in configuring the network manually.”

Malota said SolarWinds NCM's compliance capability allows his team to create rules and have the solution check configurations to make sure they comply with those rules. If NCM shows that a feature is incomplete, the team can rectify it.

Risk is reduced as SolarWinds NCM guards against the loss of configuration changes. Before NCM, Appserv's operations management system was used to manage log changes to a router or network equipment. This led to the possibility of human error in either failing to log a change, or doing so wrongly. If the team had to replace a unit on site, it might be rolled back to an old configuration or remain unconfigured.

“Now everything is automated and we can breathe easily,” said Malota. “All the changes are kept safely on our router, and scheduled backups are run each night.”



SolarWinds Network Configuration Manager keeps network admins ahead of network issues with immediate visibility into the cause-and-effect relationship between configuration errors and network performance. Nightly config backups, bulk config changes, user tracking, and inventory and compliance reporting save time and improve reliability.

## IT Management Inspired by You.

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with *unexpected simplicity* through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at <http://www.solarwinds.com>.

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