

NetSuite® Selects SolarWinds® for Global, End-to-End IT Infrastructure Management

The Customer

Founded in 1998 and headquartered in Silicon Valley, NetSuite is a provider of cloud-based business management software to over 16,000 organizations worldwide, offering a fully integrated system covering enterprise resource planning (ERP), customer relationship management (CRM), e-commerce, inventory and more.

Erik Cummings, NetSuite Director of Global Information Technology, runs the company's worldwide IT organization—infrastructure, technology solutions and support services - serving more than 2,400 employees across nine offices throughout the U.S., Canada, Europe, Asia and Australia. The IT team supports all employee-facing technology including, networks, servers, help desk support, asset management, and more. Cummings' team supports 25 distributed site locations of varying sizes, totaling about 200 networking devices and several hundred systems, and his datacenter includes another 120 systems, both virtualized and physical.

Challenge: Centralize a globally distributed IT department

When Cummings first joined NetSuite, the global IT organization was operating by regions with each location managing their own infrastructure. According to Cummings, this diversified approach was taxing NetSuite's resources and diminished the efficiency of the growing company.

"Each region only accounted for their own growth versus that of the company as a whole, there was no global alignment around service availability and monitoring, and multiple administrators were doing the same tasks," Cummings said. "We needed IT to be centralized."

Cummings' first step was to build and unify a global IT team equipped to help scale NetSuite to 25 sites and optimize for up to 5,000 end users. He then needed the software in place that would help his global IT organization function more efficiently as one unit as it continued to grow.

Cummings criteria for the solution: global visibility, notification management, capacity management, service availability and metrics beyond "just uptime." Additionally, he sought a holistic IT infrastructure management solution that would be cost effective and require minimal training.

Solution: Holistic IT infrastructure management

Cummings' team's input was vital to the software selection process. He asked his team members to find an IT management solution that would meet their unique needs and skillsets as well as those of the ever-evolving NetSuite organization.

NetSuite's various regional teams had previously used several solutions that did not meet their needs.

NETSUITE AT A GLANCE

- Provider of cloud-based business management software to over 16,000 organizations worldwide
- More than 2,400 employees across nine offices worldwide
- The NetSuite IT team supports 25 distributed site locations, totaling 200 networking devices, several hundred systems and a datacenter with an additional 120 systems, both virtualized and physical

"Every time I've used software from other vendors, I have had to significantly add head count or intelligence to maintain those systems," Cummings said. "I needed IT management software that would work really hard so that we wouldn't have to and that would snap together without a huge upfront expense," Cummings said. "That's when we turned to SolarWinds."

Cummings' team approached him recommending the full suite of SolarWinds' cohesive and integrated software solutions. From applications, servers, virtual environments, networks, storage, security and log data, and desktops, the NetSuite global IT infrastructure team was able to deploy the full spectrum of SolarWinds' offering to cover their end-to-end IT infrastructure management needs.

"SolarWinds is a match for my holistic infrastructure management vision and more," Cummings said.

Results: Operational efficiency and "awesomeness"

The NetSuite IT team's goal was to achieve operational efficiency by having access to all the information they needed for complete understanding, visibility, stability and capacity across their global IT infrastructure.

"As a growing company, we have disparate devices, networks and servers that are at different stages of life. Now that our systems monitoring and maintenance have been centralized, we will start to leverage our end-to-end visibility by prioritizing and focusing efforts to understand which pieces are in danger, which pieces are beginning to reach capacity and which pieces are fine to leave alone for a short while."

Once they implemented SolarWinds, Cummings' team began seeing that improvement and saw payback right away. Within weeks of installing SolarWinds, NetSuite's team also had two incidents in which the monitoring information from SolarWinds allowed the IT team to respond quickly reducing downtime.

"We found two significant problems within disc layouts on our Exchange servers.

Aside from it being a business-critical service to our employees, we had just recently made significant architectural improvements to it and if the service went down, it wouldn't have looked good," said Cummings. "With practically the click of a button, we were able to add a new Exchange server monitoring package and start defining and adding more services to it with ease."

In addition, when voicemail for nearly all NetSuite's U.S. offices went down over a weekend, the IT team was able to quickly and easily identify and resolve the issue on a Sunday, preventing a potential firestorm come Monday morning and during quarter-end.

In the coming months, Cummings expects to see continued progress and success using SolarWinds.

"In a generalized environment with a mix of the three big operating systems like NetSuite has, there are only a few software solutions that present across-the-board support," Cummings said. "SolarWinds does this -- really, really well."

"I expect to be able to provide end users with a true SLA and then meet and beat that SLA on a regular basis. Basically, we are going to deliver awesomeness."

NetSuite uses these SolarWinds products:

- Network Performance Monitor
- Network Configuration Manager
- Server & Application Monitor
- VoIP & Network Quality Manager
- Virtualization Manager
- Log & Event Manager
- Storage Manager

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 www.solarwinds.com.

solarwinds 
solarwinds.com

3711 S. MoPac Expressway, Building Two, Austin, Texas 78746
T: 866.530.8100 | F: 512.682.9301

© 2014 SolarWinds, Worldwide, LLC. All rights reserved.
SOLARWINDS®, SOLARWINDS & Design, IPMONITOR®, LANSURVEYOR®, and ORION® are the exclusive property of SolarWinds Worldwide, LLC. All other trademarks are property of their respective owners.