EVENTSENTRY

EventSentry Helps National Motor Freight Traffic Association Avoid Network Breakdowns

The National Motor Freight Traffic Association, Inc. (NMFTA)—a nonprofit membership organization headquartered in Alexandria, Virginia—is composed of motor carriers operating in interstate, intrastate, and foreign commerce. Much of the organization's work occurs online, allowing users to access up-to-date National Motor Freight Classification® (NMFC®), Standard Point Location Code (SPLC), and Standard Carrier Alpha Code (SCAC) information from anywhere an Internet connection is available.

NMFTA
National Motor Freight Traffic Association, Inc.

NMFTA's customers have a high demand for uptime, as well as adherence to security and compliance requirements. Because NMFTA's critical systems can tolerate zero downtime, the IT department has to be very proactive in its approach. In 2010, after reviewing several products, NMFTA chose NETIKUS.NET EventSentry for its **exceptional performance monitoring, log monitoring, and system health monitoring capabilities**.

"We start every day by reviewing the latest EventSentry data to see what challenges and threats we are facing," says Urban Jonson, CTO of NMFTA.

EventSentry's multifaceted feature set has helped NMFTA predict and avoid Windows Server® crashes, Microsoft® SQL Server® failures, configuration problems in its VMware® environment, and malicious attacks against workstations and servers. Jonson points to one particular case involving an employee working at a hotel who was threatened with a malicious hack. Because EventSentry monitors laptop security just as closely as any other system, the attack was identified and the hack prevented. But NMFTA uses EventSentry for a lot more than laptop protection!

Throughout the NMFTA infrastructure, EventSentry helps anticipate potential problems and identify areas where the organization might be vulnerable—**the essence of proactive monitoring.** "The ability of EventSentry to do Syslog and Windows® event log aggregation with such flexible filtering at this scale—as well as file monitoring, predefined templates for Microsoft® Internet Information Services (IIS) and SQL Server®, and other key controls for compliance purposes—was unique at its price point." Jonson recalls.

The organization has found that EventSentry's event log and Syslog consolidation not only helps with security but also gives them **valuable knowledge about all critical application and system events.** "EventSentry has proven to be an excellent tool for monitoring and improving the stability of our servers, since we can see related events from multiple servers in a single stream of email," Jonson says.

Real-time event log monitoring is one of EventSentry's most striking monitoring components. The product's filtering mechanism is one of the most powerful and flexible on the market today and can satisfy almost any scenario. The combination of event log aggregation with email notification—along with custom filters to screen out noise—lets **NMFTA see what is truly important.**

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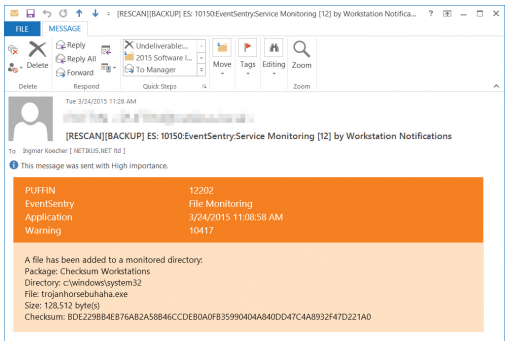
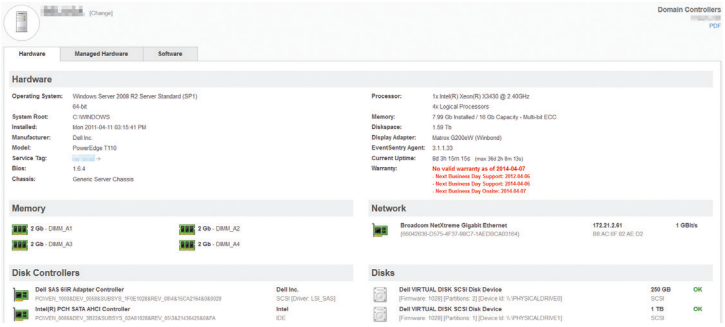


"This way, we can monitor everything without being completely overwhelmed," Jonson points out. "We check our event feed all the time for security issues and system health warnings." NMFTA uses EventSentry's email notification filters to get notifications about events from the logs and other parts of systems so that they **see security threats in real time across multiple areas and platforms.**

The organization also uses EventSentry for monitoring Windows® hosts and workstations, including file security monitoring, performance monitoring, and installation-activity alerting for such activities as program and patch implementation, removable media usage, and other activities that might compromise a secure environment. EventSentry's **file monitoring capabilities help NMFTA track changes to important data and configuration files** so that the organization is alerted immediately if a sensitive data or configuration file has been changed.

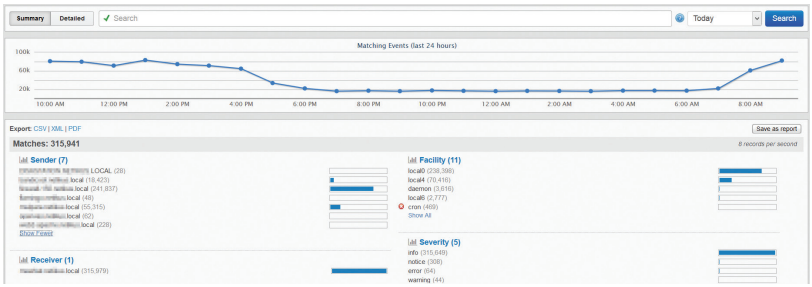
NMFTA has even used EventSentry's detailed Syslog aggregation to root out bugs in both its SonicWall™ NSA series firewalls and its VMware® ESXi™ installation. It successfully used the gathered information to open up cases with the vendors and have their developers create patches and fix the issues for future releases.

NMFTA has found EventSentry to be a great, stable product. However, in the rare case when product support is necessary, it is responsive and knowledgeable. "The support engineers really know the product inside and out," Jonson says. "We have never had any issues getting timely assistance and resolutions to our questions."



The organization has found high value in the stability of such an established, reliable product, and Jonson affirms that he would absolutely recommend EventSentry to other systems administrators. In particular, he points out that the product offers an excellent return on investment (ROI). "The price point for the feature set is hard to beat," he explains.

It all goes back to NMFTA's refusal to accept downtime. According to Jonson, the cost to some customers can be as high as tens of thousands of dollars an hour if the organization experiences any serious downtime.



In certain cases, outages can impact commerce and transportation across the country. "Over the past 5 years, EventSentry has helped us avoid many outages," he says. "EventSentry has paid for itself many times over."

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