



Photo courtesy of Majestic Steel USA®



Forging More Uptime

How a major steel manufacturer in the U.S. implemented pro-active monitoring and maximized server availability.

This case study examines how Majestic Steel, the nation's premier supplier of prime, coated, flat-rolled steel, increased server availability and reduced downtime with EventSentry.

Who would have thought that a steel company could innovate in the IT space? Majestic Steel USA®, a Cleveland, OH based company, has done just that using EventSentry's event log management tool. Majestic Steel is a national, premier service center supplying prime, coated, flat-rolled steel to a myriad of industries.

Alexander Magdics is a Systems Engineer at Majestic Steel who has been working in the IT field since 1993. Over the years, Alex has seen and worked with numerous products and technologies from Windows NT 4.0 to the latest VMWare virtualization products.

More recently, Alex has also taken on development for the Apple iOS platform at Majestic Steel, and has since created numerous iOS apps, some of which are featured on his web site www.macenvy.com.

While working for a previous employer, Alex and his team were in the process of deploying Microsoft MOM (now SCOM). But after working with MOM for some time, he and his team were unhappy with the difficulty of getting the results they needed. Looking for better ways, Alex stumbled across

EventSentry™, Windows IT Pro's editor's choice winner at the time.

He and his team were immediately impressed with its ease of use and rich feature set; his company purchased licenses the next day. Alex hasn't looked back since, and EventSentry is still in use at the financial institution today.

"We have many users switching from competitor's products to EventSentry™ for a variety of reasons," says CEO Ingmar Koecher. "Some are motivated by our pricing and competitive upgrades; others are just looking for a product that does what it claims. But there is one common praise we get from all users – they absolutely love our support."

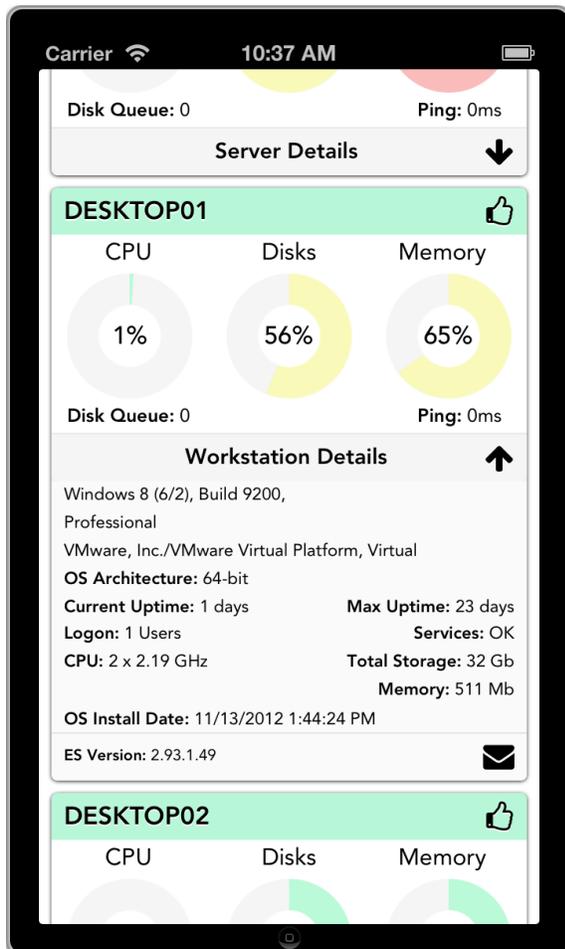
Today, Alex uses EventSentry at Majestic Steel USA® as an essential part of their security policy and server health management. "The best feature is the Real-time event log monitoring. Whenever something happens on a server, it lets us know about it immediately," says Alex. "Heartbeat alerts are another feature that you can't live without."

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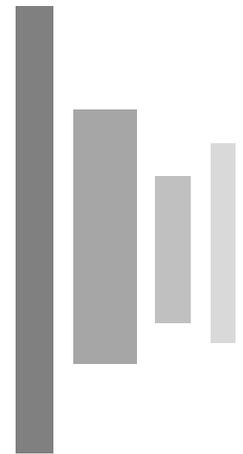
With EventSentry™ on the watch, Alex and other admins can be proactive on potential issues and react accordingly – before the problems escalate and cause major disruptions. “You can’t eliminate problems in a large network, whether they are software or hardware related. But you can detect them early and react swiftly to avoid a meltdown. It’s one of the main reasons I created EventSentry,” explains Koecher.

But EventSentry’s capabilities go well beyond alerting: “I use reports daily that track logged in Citrix users to Exchange events,” explains Alex. He also utilizes performance monitoring for capacity planning and really likes the ability to see warranty information for his servers – part of EventSentry’s hardware and software inventory functionality.



Alex prides himself on coming up with unique solutions to complex IT issues, so when Alex installed the EventSentry iPhone/iPad app at Majestic Steel (which is also available for Android), he wanted to customize it to fit his unique environment. Combining his Objective-C knowledge, the API from EventSentry’s reporting and NETIKUS.NET’s support, Alex was able to come up with his own iPhone app in less than one month.

It doesn’t come as a surprise that Alex recommends EventSentry to his peers, given its rich feature set, economical pricing and superior customer support. “I have found the Technical support personnel to be very knowledgeable, responsive and supportive. In the few times I have had an issue, I have received a call back or email back within an hour of making a support ticket.”



Asked if he would like to see anything improved in EventSentry, Alex expressed a wish to have access to more reporting data via JSON. Thanks to customer feedback like Alex’s, the JSON output format is now fully supported on every report in the EventSentry web reports.



About EventSentry

EventSentry proactively monitors IT infrastructure across the globe, identifying critical issues before they escalate and result in increased downtime.

With its real-time log monitoring and inventory capabilities, EventSentry is the economical monitoring solution of choice for business around the world.

→ <http://www.eventsentry.com>