






# Greeneville Schools Rely on EventSentry



 **3,000 STUDENTS**

 **4 ELEMENTARY SCHOOLS  
1 MIDDLE SCHOOL  
1 HIGH SCHOOL**

 **LARRY JONES,**  
IT NETWORK ADMINISTRATOR

**JOHN WRIGHT**  
SYSTEM TECHNICIAN

**CHUCK BROYLES**  
I.T. OPERATIONS ADMINISTRATOR

**PAUL LOEWENKAMP**  
SYSTEM TECHNICIAN

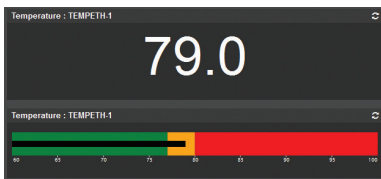
The Greeneville City School System is committed to educating all of its students to be successful in the global society of the 21st century. The system has a robust internal network that serves nearly 3,000 students in four elementary, one middle, and one high school. As technology utilization booms in education, the system’s IT leads work hard to provide reliable tech to all its students and teachers.

Larry Jones, IT Network Administrator for Greeneville City Schools, along with his team: John Wright – System Technician, Chuck Broyles – I.T. Operations Administrator, and Paul Loewenkamp – System Technician are responsible for maintaining the **120 servers and 2,600 student devices.**

Jones’ primary challenge from the start has been to keep the system’s student information server up and running at all times. For that purpose, Jones needed a dependable, powerful, easy-to-use network-monitoring package. After evaluating potential solutions from GFI, Microsoft, Nagios, Sophos, and even open-source solutions, Jones chose NETIKUS.NET’s feature-rich EventSentry.

Jones calls EventSentry a **“fire-and-forget product.”** He installed it, walked away, and simply let it do what he purchased it to do. EventSentry’s systems administration, performance-enhancing, and environmental monitoring capabilities have saved the Greeneville City Schools data center “multiple years of renewal for this product,” according to Jones.

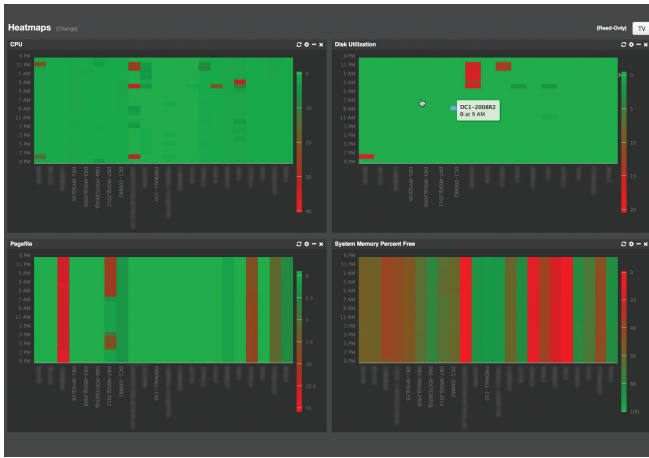
**“I needed a product that worked out of the box and for which I could obtain good support,” Jones says. “We’ve now been running EventSentry for years. I’ve never found anything easier to use, and it allows me to make sure that everything is running as it should.”**



In fact, it was a near-disaster that proved EventSentry’s value for Greeneville City Schools. “My entire team was in another building during the hottest part of the summer, setting up for a state-wide event we were hosting,” Jones says. “The air conditioning in the data center failed. I immediately began receiving messages from EventSentry that the temperature was climbing. In the time it took me to return to the data center, the temperature in the room was 110 degrees.

We were able to shut down non-critical servers and move supplemental cooling equipment (fans) into the room to keep critical servers running while the air conditioning was being repaired. Because EventSentry warned me the moment the room began heating up, I believe we saved tens of thousands of dollars that day in equipment—not to mention lost time due to loss of data.”

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Beyond its environmental-monitoring capabilities, EventSentry brings essential systems administration features to Greenville City Schools. In particular, **Jones finds real significance in EventSentry's Real Time Event Log Monitoring—one of the core monitoring components of EventSentry.** This feature lets Jones define which event log messages he's interested in and then dispatch them in several ways to various types of notifications. Also vital to the Greenville City Schools IT admin environment is EventSentry's heartbeat monitoring capability, which lets Jones ping remote hosts and check TCP ports but also query information from remote SNMP agents to obtain disk space, system information, uptime stats, and performance information.

**“I use heartbeat monitoring for my remote-site vendor-provided routers,” Jones says. “That lets me know immediately if I have a problem with a remote site.”**

**EventSentry gives Jones effortless visibility into his monitored servers.** The web dashboard gives him a quick and accurate picture of his network at a glance. On top of that, one of the great benefits of the NETIKUS.NET solution is the accompanying EventSentry Mobile app, from which Jones can see the health status of his servers and workstations at a glance—from anywhere—and even swipe through monitored hosts to review detailed health information.

“EventSentry Mobile helps me monitor my network from home,” says Jones. “I’m aware of problems that might affect our students and teachers before they come into the building. That enables me to take action either remotely or by returning to the office to rectify any problems before they impact our users.” Additionally, in the event a machine is completely down, EventSentry lets Jones look at the log entries in EventSentry to determine what happened.”



Jones uses Microsoft Outlook™ rules in EventSentry to deliver messages to folders based on the type of event or the machine being monitored (e.g., mail). “System-down and environmental messages are delivered to my phone in a visible manner, so I’m instantly aware of critical issues that need immediate attention or further monitoring.”

**The product support experience has been top-notch, Jones says. “When I call US-based support—which is always a plus—I know something is about to get fixed. NETIKUS.NET is a great team and a pleasure to work with.”**



Without reservation, Jones would recommend EventSentry to other systems administrators. “For the money, you simply aren’t going to find a better solution,” he says. “For that matter, you can spend more, but I can’t really see the benefit of spending more when EventSentry provides all the functionality you need at a reasonable price.”