



Siemens Relies on EventSentry for Dependable Log, Network, and Service Monitoring



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– Vladimir Radenkovic, IT administrator at Siemens

SIEMENS

Siemens is a global engineering leader in the fields of energy, health care, and industry, based in Munich, Germany. The Siemens IT department in Belgrade is primarily responsible for business-oriented product/service delivery for several regional locations.

Vladimir Radenkovic, IT administrator at Siemens—as well as a DIY electronics enthusiast who dabbles in scuba-diving—personally oversees the company’s datacenter operations and network administration. High availability for server-side and network services must be ensured for the company’s high-priority locations, such as its wind turbine production facility.

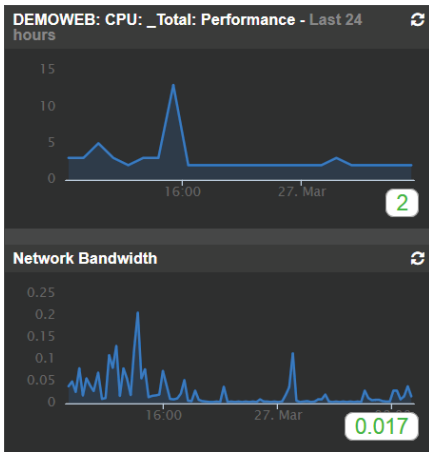
Siemens required a dependable solution with which to actively monitor network availability, service availability per server and server role, as well as critical hardware events such as hard disk or power-supply failures. The company also needed a solution that would keep an eye on the health status of its server room environments, monitor system performance, and track file/folder changes for critical locations. For its uninterruptible power supply (UPS) systems, tape backup libraries, network-attached storage (NAS) systems, and network and security appliances, the company required reliable SNMP/Syslog monitoring for critical events.

After thoroughly testing three other commercial products, Siemens chose NETIKUS.NET’s EventSentry primarily because of its **ease of use and low administrative overhead**. “The other products were extremely hard to set up and configure in the evaluation phase,” Radenkovic explains. “I didn’t even want to imagine how we would set them up efficiently in our production environment!”

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Siemens has now been using EventSentry for a year, and the company has found many other reasons to value this feature-rich product. “Yes,” says Radenkovic, “EventSentry’s UI is great, and all of the features I expected are there. But with this product we also have a proactive monitoring system—we didn’t have that before. With EventSentry’s alerting functionality, we know almost instantly if—for example—a disk is failing on a server, if a WAN link is down, or if the temperature is above normal in a server room.”

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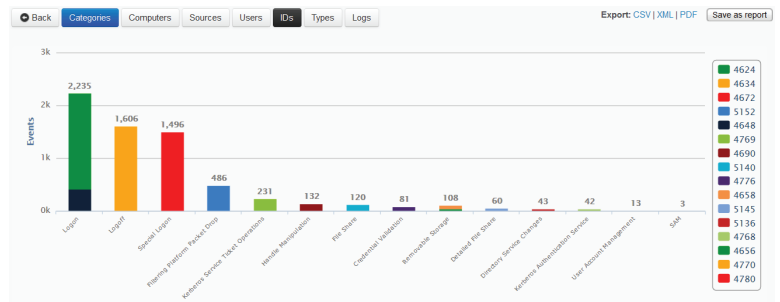
Through his research, Radenkovic found other, more expensive solutions, but **EventSentry addressed every vital need Siemens had.** “We’re using EventSentry for Windows® event log consolidations, Syslog consolidations from network devices, SNMP monitoring of network devices, heartbeat monitoring, server room environment monitoring, file/folder monitoring, and performance monitoring,” Radenkovic lists. EventSentry does exactly what Siemens needed it to do, and more.

The Siemens datacenter/network setup is straightforward, but like any environment it has its occasional hiccups. A particular EventSentry feature that Radenkovic appreciates is not only the capability to monitor specific service availability on a server (as per server role) but also to alert the administrator about any log errors generated by those services.

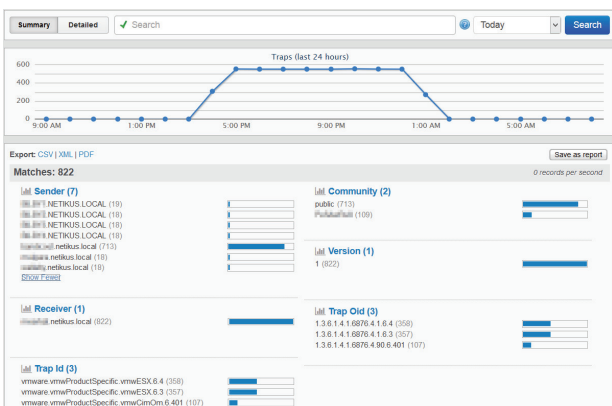
“We once had some Distributed File System (DFS) issues on a Windows Server® 2008 R2 system,” he says, “and **EventSentry acted as an early-warning system**, enabling us to react to the problem in time. After contacting Microsoft® support, we were able to find a fix for that specific DFS bug and thus prevent any major issue or data loss.”

In fact, EventSentry’s Windows® event log/Syslog/SNMP log collection capability and alerting functionality are the most useful features for Siemens.

“To have a central point for company-wide logs, along with the filtering and alerting?” Radenkovic asks rhetorically. “That’s a must for all datacenter administrators.”



On the rare occasion that Siemens does require product support from NETIKUS.NET, Radenkovic has found the relationship to be top-notch. “The staff is very quick to respond, is extremely proficient technically, and has great communications skills and a lot of patience. The time zone difference is compensated by the efficiency of the support personnel.”



Overall, Radenkovic is very impressed by the strong return on investment (ROI) that EventSentry has brought to Siemens.

The initial investment was extremely competitive from the start, and the pricing model provided the company with the flexibility it needed. “Most important,” Radenkovic explains, “the software’s learning curve enabled us to save a lot of time as we were able to quickly implement the centralized datacenter monitoring solution and start monitoring multiple locations across a large geographic area.”