

bartling.IT Used PA Server Monitor as a Service Provider to Reach 99.8% Customer Satisfaction



Industry

Information Technology Services

Location

Leverkusen
Germany

Employees

Less than 10

Why Power Admin?

bartling.IT needed a solution that was affordable and efficient. Something that provided great functionality, with nice looking reports.

The competitors:

- Too expensive
- Missing graphical output
- No web access for easy viewing
- Lacking the support Power Admin provided



PA analyzes the server, generates emails, has predefined templates - all you need to start for "essential monitoring". After the training period and some "hands on" it tells me everything I need, so I know what to do with the server to make IT run at nearly 99%.

How has PA Server Monitor helped?

In every focus.

In the past I have worked with "Event Sentry". But the more servers -- the more emails....no chance to survive at a specific point to check everything. And: EventSentry wasn't graphical.

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Oliver Bartling
Owner, bartling.IT

Has it saved you time and/or money?

In every sense. On our "4 screens" wall in our office, the status information is rotating in a 10 sec. rate.

Rounded with a hooked up iPad on every Working screen at my colleagues and two iPads at my working place (left side: rotating information from PA, right side: Emails from the PA System to a specific email account with all the information/errors) - no errors can hide from us.

Customer satisfaction: nearly 99.8%. Server availability: 99.8%. My personal feeling: 99.8%

Would you recommend PA Server Monitor to others?

Hmmmm. Let me think. If the other companies know about this magnificent product, how about us? What would be our "unique selling point?" :)

OK, but seriously. Yes, I would. Your software delivers a human with information in a pleasant, non-intrusive way. In the last instance the human decides what to do.

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