Integra Uses PA Server Monitor to Monitor 550+ Remote Customer Servers

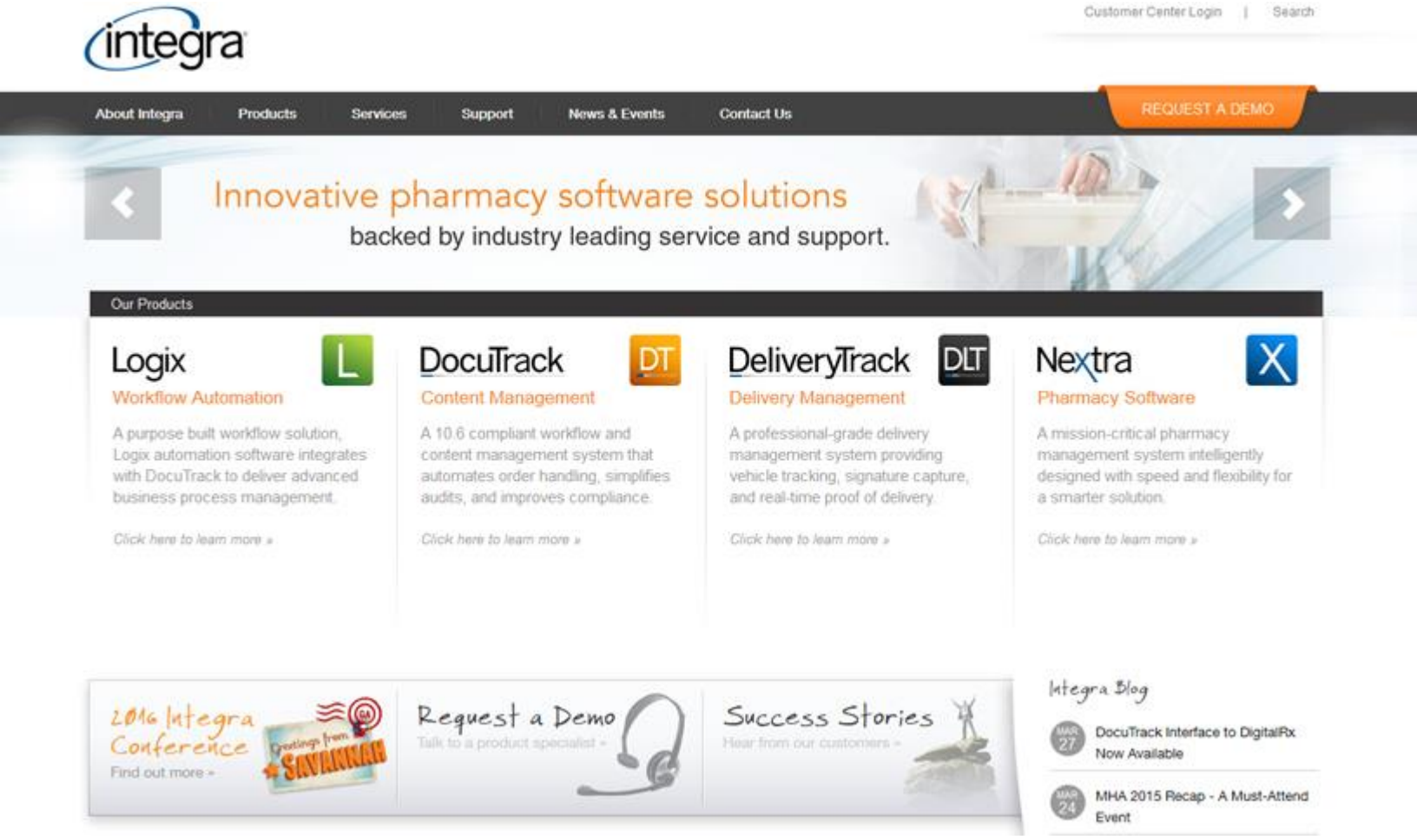
Industry
Pharmaceutical Software

Location
Anacortes, WA
USA

Employees
Approximately 200

Why Power Admin?
They needed something cost effective, scalable and customizable. They needed to monitor customer servers that were remote and existed on distinct networks.

Highlights
PA Server Monitor was recommended to Integra by one of their customers. It was powerful and flexible enough to fit all of their needs.



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We don't necessarily have direct access to these servers as a lot of people would for their monitoring. And PA Server Monitor has been super helpful to us in the satellite functionality. Allowing us to have these remote satellites installed on some of these servers has been great for us.

What's your name, and what do you do at Integra?
My name is Matt Henry. I'm a Senior Support Technician with Integra.

Tell us a little about Integra.
Integra is a software company that designs workflow management software for healthcare providers, mostly long-term care pharmacies. We are essentially trying to design software that improves efficiency for them, allows them to keep better track of their orders, and provides better service to their customers.

> "Our customers look to us for support on everything involved with the software we provide, which they should. And we have to, in some cases, monitor software that isn't even our own, and make sure it functions properly. And PA Server Monitor has been awesome for that.
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> **Matt Henry**
> Senior Support Technician
> Integra

What kind of IT challenges do you have?
We have faced some sort-of-interesting IT challenges here at Integra, in that the servers that we monitor are remote to us. So we've had a bit of a challenge, needing something that could get at these servers remotely. We don't necessarily have direct access to them as a lot of people would for their monitoring and PA has been super helpful to us in the satellite functionality. Being able to have these remote satellites installed on some of these servers has been great for us.

How many servers and devices do you think you manage?
We have probably around 600 servers in total. I think within PA we have about 550 right now. We have quite a few in there. Some of those being internal, however probably 500 of them are customer servers. All at remote sites.

How did you guys do things before you used Server Monitor?
Before we used PA Server Monitor, we actually had to develop an alerting system within our own product. It sort of had some limitations compared to PA in that we couldn't do things like bulk configure them. We had to go to each of these servers and manually configure alerts. And it didn't really allow us the flexibility we needed, versus having a management suite like PA which we could do from here without having to actually go touch those servers.

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Do you have a specific situation in mind where PA Server Monitor has really helped you?

We have had a number of times that PA has really helped us a lot. And it has to do with particular product problems that we maybe have, or challenges that we have with some of our own vendors. Software vendors we use have had issues in the past with certain functionality that we need to keep track of. Being the provider of the software, they sort of look to us for support on everything involved with it, which they should. And so, we have to in some cases monitor software that isn't even our own and make sure it functions properly. And PA has been awesome for that.

How do you guys use it day to day?

Day to day, we use PA in the sense that we get a lot of email alerts from it. We mostly configure PA for email alerting and we actually bring those email alerts into our ticketing system and keep track of them from there. Instead of going in and having to manage it and work with it every day, it just emails us when there's a problem and we go take care of it. It's been really great.

What are some important characteristics that a monitoring product must have, in general?

Probably, the biggest thing for us, as far as characteristics that we need in a monitoring product, would be ease of use. We have a lot of support requests that we handle on our own and we need something that's quick and easy to use. As far as setting up and configuring on a site, we bring in a lot of sites on a weekly basis that need to be set up and configured, and being able to go in and in just a minute or two, add that site and configure it is really critical for us.

What made you choose Server Monitor over some of the competitor products?

Some of the biggest things about PA Server Monitor that we really have enjoyed have been the script alerts, which specifically have been really beneficial to us. Being able to do custom alerts is really a requirement that we didn't necessarily see with a lot of other solutions out there. Because we're monitoring our own software in this case, we need to monitor things that are not typical. We're looking for things that are not necessarily just disk space, but other metrics that might indicate a problem. So it's been a huge one for us.

Do you think PA Server Monitor has saved you money?

Yeah, PA has definitely saved us money. It's saved our bacon a few times.

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Monitoring Multiple Servers from One Screen in Our NOC

"The big challenge was, before Server Monitor, often times we could not do any proactive work, and we would find out basically by customer inquiries about what was going on."

Thomas Stevens
Senior Software Engineer
Integra

What's your name and what do you do at Integra?
Hi, I'm Thomas Stevens, and I'm a Senior Software Engineer at Integra.

Do you think PA Server Monitor has saved Integra money over the years?
Oh, absolutely. Very cost effective product. Very scalable in the environment that we have, which has a lot of satellites, and a lot of distinct networks.

How many servers and devices do you guys manage?
Over 500. Well, we monitor and support over 500 servers using PA Monitor.

What do you love about PA Server Monitor?
Well, what I love about PA Server Monitor is: first off, it's very economical; second off, it's very flexible for our product support needs.

What made you choose PA Server Monitor over other products you looked at?
Actually Server Monitor was recommended by one of our customers. And we looked at it and it fulfilled the needs we were looking at at the time.

What IT challenges do you guys face at Integra?
Integra faces many challenges related to the IT industry. One of those is how to monitor specifically for events in our product. Another is the fact that we are monitoring servers that aren't necessarily directly connected on a network.

What did you do before you had Server Monitor?
The big challenge was, before Server Monitor, often times we could not do any proactive work, and we would find out basically by customer inquiries about what was going on.

Do you have a specific situation or story you remember where PA Server Monitor helped you?
Sure! One of the situations that I really remember Server Monitor helping is that, we had a particular issue in an environment where it wasn't our product that appeared to be the problem, but connectivity between other devices. And we used satellite monitoring to monitor a device that wasn't actually part of our product. We used ping monitor to verify connectivity between our device and the offending device.

Anything you'd like to add?
You know, I've got one thing I'd like to add. So, one of the things that we really like about Power Admin is their support department, where our emails have been answered in a very timely manner.

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What's your name, and what do you do at Integra?

My name is Mileen Loeffler, and I'm the Director of Client Services and we service about 600 pharmacies, and 12,000 work stations.

> "We were not keeping up with the issues with our customers. As soon as we started implementing PA Server Monitor and got it going, it was awesome! We started having less and less fire drills. Today, now years later, I don't hand out fire hats anymore. That's how cool PA is."
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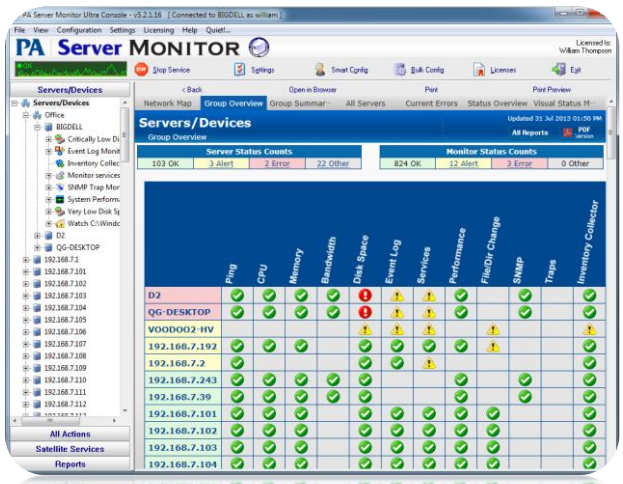
> **Mileen Loeffler**
> Director of Client Services
> Integra

Good morning Doug. You asked what PA did for us, and I have a story to tell you. When we first started out, we had nothing but fires. Fire, fire, fires with our customers! It got so bad, that I'm going to show you something. I gave out fire hats to the employees. They were actually drawing fires on their whiteboards, because we were not keeping up with the issues with our customers. So I challenged them to find a product that would help us, so we could help the customers before there was a real fire. And they came up with PA Server Monitor. And as soon as we started implementing it and getting it going, it was awesome! We started having less and less fire drills. Today, now years later, I don't hand out fire hats anymore. That's how cool PA is.



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