On-Site Computer Solutions Used PA Server Monitor to Help Automate Monitoring and Save Time and Money

Industry

IT Services & Consulting

Location

Fort Worth, TX
USA

Clients

100+ Customer Servers

Situation

An infrastructure Support Manager needed to monitor over 100 servers.

Challenge

Needed a way to centrally, and accurately, monitor and manage multiple server issues.

Why Power Admin?

PA Server Monitor offered a centralized monitoring system where engineers could monitor, manage and edit alerts settings for all servers.

Result

PA Server Monitor was deployed at a fraction of the price of other proposed solutions and offered superior alerts, threshold-customization and reporting-system

Highlights

- Reasonably Priced
- Super Efficient
- Minimal Learning Curve
- Versatile and Reliable
- Centralized Monitoring
- Cost Efficient

Client Profile

On-Site Computer Solutions provides full IT Services and Consulting to their clients throughout the Dallas-Fort Worth Metroplex, supporting clients in dozens of vertical markets needing IT assistance.

They have three locations as hubs for services and their technicians respond quickly to client needs. They manage just about every Microsoft Server product out there in all flavors, keeping networks secure and their clients happy.

We will be implementing this monitoring on every desktop/laptop we manage in the field - and then SNMP devices in more detail. 2013 is going to be a very busy year for us - and this product is a God-send. The learning curve here is NOT steep, the support outstanding.

Customer Story

OCS needed a way to centrally monitor multiple server issues in a manageable way. "This product does that in spades", says Oly Graham, owner of On-Site Computer Solutions. "Its versatility in the scope of monitoring is extremely broad - and accurate. Our technicians are notified of hardware/ services/software issues usually before the client is even aware.

The iPhone® app has proven invaluable for alerts and quick referencing of issues. We will be implementing this monitoring on every desktop/laptop we manage in the field - and then SNMP devices in more detail.

"The need to customize my monitoring parameters was always there. PA Server Monitor is the only software program that allows me to customize settings on alerts and reporting for all of my servers from one location without having to log into each one. *Hands down, it's the bomb*."

Oly Graham
Owner
On-Site Computer Solutions

Results

2013 is going to be a very busy year for us - and this product is a God-send. The learning curve here is NOT steep, the support outstanding - and the potential is ridiculously amazing - especially a redundant monitoring server that is now supported."

OCS is now providing a much more focused monitoring solution to all of their clients - which reduces technician/administrative involvement, making pin-pointing issues and getting down to resolutions faster and more accurate.

"PA Server Monitor offered a solid solution: a centralized monitoring system where engineers could monitor, manage and edit alerts settings for all servers, without the ridiculous cost (unlike most competitors)."

"The need to customize my monitoring parameters was always there. PA Server Monitor is the only software program that allows me to customize settings on alerts and reporting for all of my servers from one location without having to log into each one."

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Results

OCS had tried and tested most of the other monitoring solutions available. "Cost [of competitor products] was ridiculous and the navigation and setup was STEEP in most cases to truly get a good picture of a network." Oly said they tested standalone solutions and even add-ins to solutions like ConnectWise® and all other product lines. "PA Server Monitor just gets it done. Simply. Elegantly. Professionally. And the fees make it bearable, which gives us financial latitude to try other products from this company down the road."

"I can automate the monitoring of many things that prior was a headache and time-eater. Server backups, drive free space, event log errors, RAID health....on and on. Automation - just view a report or get alerted by email, pager or txt message - then address the issues." With increased confidence in the reliability of incoming information on network health, hardware and software issues, Oly states it has not only made his job easier, but his life easier.

"FAST, reasonably priced and super-efficient. It has saved us wasted labor in tracking what was unbillable - that now ADDS a LOT of more BILLABLE time addressing issues we just could not get to before - making networks we manage much more stable and reliable. Nothing is perfect - but this gets us closer! WE do a BETTER job for our clients and capture time we basically 'gave away' before."

"If you have been like me, looking for a solid monitoring solution to your field and/or local server/desktop monitoring needs....JUMP on this. After dozens upon dozens of solutions tried - not to mention the years off my life - pricing, solidity, reliability, support response...DO this."

About OCS™

On-Site Computer Solutions has been serving the Dallas/Fort Worth and surrounding area since 1998. Please contact us in the Dallas/Fort Worth area:
www.yourocs.com
Oly Graham 817-975-1141

About PA Server Monitor™

PA Server Monitor tracks disk space and device performance on more than a thousand servers/devices from a single station. Combined with its scalable architecture, PA Server Monitor provides the ideal solution for enterprises looking to optimize server efficiency while streamlining IT operations.

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