

IDERA®

Uptime Infrastructure Monitor Case Study



City of Malmö

The City of Malmö gets Powerful IT Monitoring and Saves IT Budget with Uptime Infrastructure Monitor



Malmö, the commercial centre of southern Sweden, is quickly making the transition from a once industrial city to a vibrant technology first community. Its growth is fueling the need for a larger and more complex IT infrastructure and application set to service its end-users.

Johnnie Midelf, IT Administrator of Malmö, explains, **“We have a very dynamic user load in the City of Malmö. Systems can have 100 users one day and several thousands the next. We needed a better monitoring tool for our Linux and Unix infrastructure and applications, as well as a tool that could scale with us as we grow. Uptime Infrastructure Monitor is the perfect fit, meeting all our requirements while saving us budget at the same time.”**

How Uptime Infrastructure Monitor Replaced Two Large and Expensive IT Monitoring Products:

- **Versatile and Rich Monitoring Capabilities:** Deep and easy-to-use unified IT monitoring that covers all the bases across a variety of infrastructure (VMware, Linux, and UNIX), applications (RainDance Economic Systems, custom applications), and services (Novell Directory Service, Apache/Tomcat, and custom services).
- **Proactive Capacity Planning and Better Incident Responses:** Uptime Infrastructure Monitor’s capacity planning helps the Malmö IT team stay proactive. The City of Malmö wanted proactive monitoring that could provide reports and alerts before services were compromised or capacity was overshot. Uptime Infrastructure Monitor’s proactive monitoring, alerting and reporting is now able to head off capacity and availability problems before they happen. When incidents do happen, Uptime Infrastructure Monitor’s fast root-cause analysis tools make finding and fixing issues easy.

“Compared to our previous tools, I am much more prepared with Uptime Infrastructure Monitor’s capacity planning. up.time is also much better for every day reactive incident solving and root-cause analysis,” explains Midelf.

- **Unbeatable Value:** Uptime Infrastructure Monitor is an all-in-one, highly customizable and unified IT dashboard that provides comprehensive server monitoring, network monitoring, application monitoring, capacity planning, and IT SLA monitoring. Each monitored element only requires a single element license, regardless of the device type (physical server, virtual server, network device). This includes unlimited application monitors, service monitors, performance data collection, SLA management features, capacity management, and access to all graphing, reporting, dashboards, and more. No additional modules or add-ons to buy. It’s all included with Uptime Infrastructure Monitor.

“Our previous well known tools had unreasonably high license costs, lacked customization, were overly hard to use, and had a narrow selection of features. I was stuck doing a lot of guessing. Uptime Infrastructure Monitor is everything we need at a much better price point, especially considering all that Uptime Infrastructure Monitor includes,” says Midelf.

“Switching to Uptime Infrastructure Monitor makes IT run smoother and we saved over 50% compared to our previous tools!”

CUSTOMER PROFILE

CITY OF MALMÖ

Malmö is the commercial centre of southern Sweden and an international city. This is expressed, not least, by the fact that Malmö has 300,000 residents. The strongest sectors in Malmö are logistics, retail and wholesale trade, construction, and property. There are also a number of well-known companies within biotechnology and medical technology, environmental technology, IT, and digital media fields. Co-operation between colleges, science parks, and companies provides a sound basis for entrepreneurs and creative development in Malmö.

THEIR MONITORING NEEDS

The City of Malmö, Sweden, has a very dynamic IT infrastructure to support its application delivery. High license costs and poor administration experience with their monitoring tools forced them to look for enterprise-level alternatives to monitor their applications and underlying VMware, Linux, and UNIX infrastructure. After evaluating multiple vendors, they turned to up.time.

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