

## CAREERBUILDER EMPLOYS WHATSUP GOLD TO MAKE NETWORK MANAGEMENT JOB EASY

### Case study

**Organization:**

CareerBuilder, LLC

**Industry:**

Online Job Site

**Business Challenge:**

CareerBuilder needed a product that would keep up with their growth from one-fifth the size of the market leader in 2003 to the nation's largest online job site today.

**Outcome:**

CareerBuilder originally chose WhatsUp® Gold to solve their basic network monitoring needs. As they've matured, WhatsUp Gold has grown to continually meet and exceed their expectations. Today they use WhatsUp Gold Distributed for multi-site enterprise networks.

As the United States' largest online job site, CareerBuilder.com puts over 1.6 million jobs in front of job seekers on the Internet. More than 23 million unique visitors come to the site every month to peruse opportunities in every field. CareerBuilder.com also powers the online job search centers for more than 1,600 partners, including 140 newspapers, America Online and MSN, so the pressure to remain up and running is considerable.

CareerBuilder began looking at network monitoring products about 10 years ago and purchased WhatsUp Gold to monitor the Careerbuilder.com web site. One of the decisions to acquire WhatsUp Gold lay in the product's ease of use and straightforward maintenance. "We downloaded the trial version and we liked it – we appreciated the scripts and the interface," says Mark Fouraker, Technologist. "We had a more expensive product in house when I came on board and we never liked the way it worked. Other products were just too complicated for what we needed. We believe in simplicity." Robert Wicks, Server Manager at CareerBuilder, adds, "WhatsUp Gold was just easier to set up and use. We were more comfortable with the cost – and not just the monetary cost but the administrative time, resource time, etcetera – associated with WhatsUp Gold."

"It's just a beautiful product."

– Mark Fouraker  
Technologist  
CareerBuilder

Cost-effective and easy to use, WhatsUp Gold provides real-time visibility into the status and performance of every network device, including routers, switches, hubs, servers, workstations, security technologies, applications, utilities, and a host of other network-connected devices and equipment. "The reduced administration is key for us – when we bring somebody new on board they quickly grasp how we deal with server problems,"

says Wicks. “We’re monitoring close to 1300 devices, including 1100 servers, network switches, and virtual IPs.”

“It’s a really nice view of our site,” adds Fouraker. “When we started using WhatsUp we had five servers. Now we have geographically-dispersed data centers and different pools of servers within the data centers, yet it has still been very easy to maintain. You just go into the different folders we’ve set up and you see what you need to see.”

Depending upon the responses received from polling, or the types of messages received, WhatsUp Gold can be set up to notify users of any change in the infrastructure through options such as alerts via email, text message or pager. CareerBuilder has been able to customize the polling intervals to suit their specific needs. **“The core features of WhatsUp – the ones we always use – have gotten better,”** says Fouraker. **“For instance, if a device is rebooted, all the polling data for that device is kept handy so an administrator can continue their analysis or start anew.”**

When a device or monitor state change occurs, WhatsUp Gold can perform an action to try to correct the problem, notify someone of the state change, or launch an external application. For example, you can set up an action that sends you an email alert when your web server device is down. “When a server is down or a function on a server is down and we get a notification, we first look at the time of day – it could just be code blasting for a couple of minutes which we know is typical,” says Wicks. “Most times WhatsUp Gold tells us the software developers are blasting code even before we get their email. If we’re back up within two minutes we get another email.” “We have a lot of redundancy within the data center and between data centers,” adds Fouraker. “We contact the people in charge immediately and find out what’s going on. Usually it’s something brought down intentionally, but if it’s not we have the ability to know right away.”

CareerBuilder also set up monitoring for their web servers so that an email alert is sent when the web server fails, or when web content is not available. WhatsUp Gold’s HTTP monitoring tells them that even though the server itself is up the server might not be functioning properly. “We monitor internal web content,” says Wicks. “There are times when some bad code has been rolled out and even though the site is still up the page isn’t right.” WhatsUp Gold’s redesigned web interface feels more like an actual application and now includes many features that in the past were solely available on the WhatsUp console. “That was a big difference,” says Wicks. “That was something we really wanted. Nine times out of ten we can make bulk changes and do that from the interface – it’s been a great asset!”

Fouraker speaks fondly of a day that he feels is typical of WhatsUp Gold’s ability to provide customers with an immediate return on their investment. “My favorite story about WhatsUp Gold is when I was in an important meeting and I was getting silent alerts on my pager about an impending issue on our network. I was sneaking out at the breaks to troubleshoot and address the matter.” The bottom line is that no one outside of a few people in Operations had any idea there was ever an issue at all. “It’s just a beautiful product,” he concludes.

Today CareerBuilder is a robust organization with many moving parts, but WhatsUp Gold has kept up throughout several transitions. WhatsUp Gold has even become part of the CareerBuilder landscape. “We have a big 50-inch Plasma television screen in the office where everyone can see the network and WhatsUp Gold shows everything,” says Wicks. How about when shifts change or a status check is performed? “We have an on-call person who sends out a message saying, ‘WhatsUp is all green.’ And that’s how we know everything is OK.”