

Condé Nast Uses Proactive Monitoring Solution to Better Serve its Media Empire

CASE STUDY

CONDÉ NAST

Global Media Company Resolves Nearly 50% of Network Detection Problems Before Readers Log On

Condé Nast, the international print and digital media company who publishes Vanity Fair, The New Yorker, Wired and more, was eager to find an automated solution for its network monitoring issues. Condé Nast wanted to provide those logging onto the digital versions of their numerous magazines with reading experiences uninterrupted by network or server hold ups. The IT team required a swift and efficient way to create error reports, as opposed to their old way of using pencils and paper.

Challenge

- IT team was required to constantly monitor and manage the publisher's IT infrastructure - including network devices and servers.
- Condé Nast lacked insight into the health of its international servers.
- The team could only produce error reports by paper and pencil, drawing employees away from their daily tasks.

Solution



Implemented Progress WhatsUp Gold into its main network to create a visualization of its global networks.



Utilized automatically generated network maps to locate all of Condé Nast's devices, providing the IT team a chance to find where outages are.



Deploy automated detection and alerting capabilities to give IT workers some peace of mind.

Results



Nearly 50% of network problems were automatically detected for before readers of *Wired*, *Vanity Fair* or *GQ* even noticed.



Interactive and automatically updated maps display where devices are in Condé Nast's global network, enabling IT to pinpoint and resolve issues quickly.



Began proactively discovering incidents prior to any of them impacting readers' experiences on their websites.

COMPANY
Condé Nast

INDUSTRY
Publishing, Entertainment

PRODUCT
Progress® WhatsUp® Gold

COUNTRY
Spain

"WhatsUp Gold brings tremendous value to our business, with the highlight being the proactivity to avoid problems within our systems and having a tool so that RED incidents are detected before they reach our readers and avoid any impact on their experiences."

CARLOS ZORITA,
Director of IT, Condé Nast



Monitor your worldwide IT infrastructure with Progress WhatsUp Gold to proactively resolve issues before they impact your business and end-users.