Adista Stays Ahead of Network Issues for 5,000 Client Machines Managed with Progress WhatsUp Gold

CASE STUDY

Adista

INDUSTRY
Managed Service Provider

PRODUCT
Progress WhatsUp Gold

SUMMARY
When French MSP Adista Hosted Services looked for a solution to create and monitor client networks that would allow their IT team to stay ahead of service disruptions and network issues for the 5,000 machines it managed, it turned to Progress WhatsUp Gold for a web-based solution that allowed for the use of many different types of monitors and the option to provide clients direct access to their machines.

> "We couldn't do our job without WhatsUp Gold, it is essential to our business. Not only does it help us save time in supervising all the machines we manage, but we don't have to wait until we receive an email that service has gone down to work on it."

Maxime Palmieri
System Plan Administrator, Adista

Challenge

Adista Hosted Services is a provider of internet and IT managed services in France. During the COVID-19 pandemic, the surge in remote workers required Adista's customers to accelerate their use of remote applications, which resulted in the need for increased security for remote access and larger bandwidth requirements. An IT team was managing nearly 5,000 client machines.

For some clients, Adista determines the infrastructure setup, creates the machines and also supervises them for their clients while for other clients the support is concentrated around the monitoring itself. Creating and onboarding new machines required a very manual process that provided a lot of opportunity for error.

For the last five years Adista has used Progress® WhatsUp® Gold for infrastructure setup and server monitoring.

Solution

The fact that WhatsUp Gold uses a web-based interface allows Adista to use many different types of monitors for device-management, and to give their clients varying degrees of monitoring access to their machines. As Adista's System Plan Administrator, Maxime Palmieri, explains, "it allows us to give some of our clients log in access to see their machines, but it also allows us to use a lot of different types of monitors for device management – SNMP monitors, scripting, web page creation directly on the server and HTTP content monitors."

Adista's clients have different requirements in terms of what level of monitoring they need – some customers require only basic monitoring, while others also need email and text alerts enabled to notify clients if something goes wrong, and some also require access to log into to see their devices and their status by way of a WhatsUp Gold screen. For clients with this portal access, Adista creates a username and password for the client and determines which machines they should see in their client portal. When they click on the machine, they are automatically logged into WhatsUp Gold where they have access to a personal dashboard, access group and devices.

On Adista's side, WhatsUp Gold alerts them of issues (like machines with low disc space, machine issues around ICPU usage, network connectivity issues, etc…) by email and opens a ticket within the system to stay ahead of any problems that occur. The team can provide open-source support for Linux machines, as well as Agile support.

In order to resolve the issue of strained resources when needing to onboard new machines for clients into WhatsUp Gold for monitoring (sometimes 50+ machines at a time), Adista leveraged WhatsUp Gold's REST API in order to import numerous machines from a single CSV file. Adista was able to monitor a single machine manually in the WhatsUp Gold web interface, clone it using the software API, retrieve the ID of the machine in the URL, use a GET request to copy all of the configurations and then create all the devices using the information retrieved from the previous request, and change the name, fully qualified domain name (FQDN) and IP in a loop using the Patch request. The result is a fast, error-free method of bulk-adding devices for clients that could be used again and again.

Results

The biggest impact that using WhatsUp Gold has achieved for Adista is time savings and the ability to proactively stay ahead of issues for their clients. Adista is saving time in setting up new machines and monitoring machines. On the monitoring side, they no longer have to remote into servers to check disc space, for example, as they are proactively alerted if this becomes an issue. As Palmieri explains, "We couldn't do our job without WhatsUp Gold, it is essential to our business. Not only does it help us save time in supervising all the machines we manage, but we don't have to wait until we receive an email that service has gone down to work on it."

When it comes to setting up new machines, the use of the REST API relieved a task that would take a member of the Adista IT team all afternoon if they relied on the CSV with the name and IP address. More than that, it also made a manual system automatic and prevented a lot of the opportunities for human error. This innovative use case of the REST API made Adista a winner in the WhatsUp Gold REST API Contest.

About Adista

Founded in 1981 by brothers Gilles and Pascal Caumont, Adista has grown rapidly from a small IT integrator into a turnkey provider internet and IT managed services (broadband access, IP networks and IT systems integration) in France with over 4,000 public sector and SME customers.

→ **Learn how** to stay ahead of network service disruptions with Progress WhatsUp Gold

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