

WhatsUp Gold Resolves Problems with Complex IT Compliance for the University of North Georgia

CASE STUDY



INDUSTRY
Education

PRODUCT
Progress WhatsUp Gold

SUMMARY
Georgia introduced state auditing policies, which includes new compliance laws related to auditing IT and data systems for organizations, and the University of North Georgia (UNG) was more than willing to follow them. However, UNG would have to manually audit more than 500 data servers across the college's five campuses which takes a month and creates all sorts of problems for the IT team. Once the team implemented Progress WhatsUp Gold, they began to automate audit procedures without the risk of human error. Not only does it save them time and effort during major IT projects, but it also solves campus-wide network problems.

Challenge

The University of North Georgia enrolls close to 20,000 students across five different campuses. Being such a large educational institution, UNG requires top-notch network and IT systems to keep the students and faculty connected.

However, when the state of Georgia began implementing statewide laws involving new auditing policies and guidelines, this in turn affected companies and organizations who audit IP addresses and systems data. UNG was no exception.

Michael Roth, a Sr. Systems Engineer at UNG, and the rest of the IT team knew that it would be an arduous task for them to complete. They would have to manually take inventory of each server on the campuses. This task requires a ton of time, as semi-annual server updates can take up to two to three weeks. But since each server has several different applications, maintenance of these servers affects students and faculty who are running those applications. To add to all of this, Roth and his team used proprietary software created in VBScript, which allowed errors to be overlooked.

Solution

Roth and the IT team came across Progress® WhatsUp® Gold and took note of its impressive abilities to automate all the jobs that they were currently struggling with. The biggest relief for the team came in the form of automation, especially when it comes to the audit process. No longer is the team spending hours and hours going through every server and data system to comply with Georgia's new laws.

WhatsUp Gold's SmartScan feature detected devices, from laptops to smartphones to tablets, connected to the college's network. SmartScan gave insights to the IT team for their next audit; not only would it generate a consolidated list of the IP addresses of devices, but also system names, OS versions, CPU types, memory and disk space. Previously, the IT team wasn't equipped with even a simple inventory list. Now they have a platform that will generate one and syncs it into the IT team's SharePoint site, making it even easier to access.

“WhatsUp Gold has been an incredible asset and has saved us countless hours. Our team is now enabled to audit and monitor all of the school's data centers in what feels like an instant and I can't stress how helpful that has been.”

Michael Roth
Sr. Systems Engineer,
University of North Georgia

“Thanks to our success with WhatsUp Gold, we were highlighted at an annual IT conference called InteractUSG. It garnered a lot of attention on how to establish a more efficient and streamlined inventory management process for systems managed by IT.”

Michael Roth,
Sr. Systems Engineer, University of North Georgia

“Automating systems inventory for all five campuses with WhatsUp Gold generated a lot of excitement within our Systems Engineering team, all the way up to our university’s CISO and CIO, especially with upcoming IT audits,” said Roth.

Results

Using WhatsUp Gold, UNG’s IT team can respond to any potential network outages, by monitoring the servers in real-time and, along with Google Maps API, they are able to see which specific data center is having issues. For example, UNG has campuses in Gainesville, Georgia and Blue Ridge, Georgia, which are two cities a little over an hour apart. Instead of having to go back and forth to manually monitor them, Roth and his team can view it all on one screen and can travel to the campus if needed.

Reports are also generated within two minutes, regarding CPU or memory issues, instead of having to verify them via email.

Ultimately, the implementation of WhatsUp Gold has helped the team save more time than they expected. They can now focus on much more pressing projects that require full attention.

Perhaps the one result that Roth and his team did not expect was the recognition they received from the state as being the standard for IT compliance in the educational space. The school’s IT team was asked to appear at a state-wide conference called InteractUSG, where Roth could share with other professionals how to manage IT systems efficiently. The conference appearance is no small feat, and something Roth and his team can hang their hats on.

About University of North Georgia





The University of North Georgia is the sixth-largest university in the University System of Georgia and has an enrollment of close to 20,000 students. UNG has campuses in Blue Ridge, Cumming, Gainesville, Oconee County, and Dahlonega. One of only six senior military colleges in the nation, UNG is also designated as a State Leadership Institution and as the Military College of Georgia. There are nearly 800 students in UNG’s Corps of Cadets. For more information, please visit www.ung.edu



Does your organization need help to manage its IT resources?
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Progress (NASDAQ: PRGS) provides the leading products to develop, deploy and manage high-impact business applications. Our comprehensive product stack is designed to make technology teams more productive and enable organizations to accelerate the creation and delivery of strategic business applications, automate the process by which apps are configured, deployed and scaled, and make critical data and content more accessible and secure—leading to competitive differentiation and business success. Learn about Progress at www.progress.com or +1-800-477-6473.

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