



Smart City Networks

BUSINESS PROBLEM

Smart City Networks, America's leading provider of event technology services, offers a wide range of services including telecom, data networking, and wireless services. Smart City understands the technical requirements and expectations of the convention, tradeshow and meeting customer demands. Smart City has been serving the event industry's needs since 1985 and today serves scores of facilities from coast to coast and events in almost every major market. Smart City has satisfied the technical needs of over 12,000 conventions, conferences and events of nearly every Fortune 500 Company and major trade and professional association in the US.

In recent years Smart City has experienced exponential growth in terms of the number of convention centers that they managed and the types of technologies and services managed and offered through the conventions that they support. Smart City provides connectivity to thousands of event exhibitors and attendees on both a wired and wireless basis. Smart City knew that they would need to choose a network management solution that could scale to meet their growth and that would offer an immediate return on investment.

"Our new Orion system is managing almost 50,000 elements dispersed among multiple convention centers across the US."

- Ronald Shaul,
Director of Technology Development

In evaluating network management solutions Smart City reviewed products from HP, Concord, Cisco, and Ipswitch and realized that none of these products could meet all of their needs. The network engineers at Smart City had been using the SolarWinds Engineer's Toolset for years and were delighted to find out that SolarWinds was now offering an enterprise solution for network management with the Orion Network Performance Monitor.

NETWORK MANAGEMENT CHALLENGES

Smart City had to choose a solution that could keep up with their fast paced growth and the breadth of technologies that they were deploying. Smart City also had unique network management requirements. Because of the constantly changing events and trade shows, the networks they manage were also constantly changing.

The requirements for a network management system that could support a company like Smart City are staggering. Not only would the system have to scale to be able to manage an extremely large and aggressively dynamic network, the system would also have to provide for:

- Customizable web views on a user by user basis
- Advanced alert engine with automatic notification of network issues
- Ability to manage routers, switches, firewalls, WAPs, servers, and more
- Powerful historical trending and analysis features for capacity planning
- Easy and dynamic segmenting of the network into responsibility areas

SOLUTIONS

Smart City chose the Orion Network Performance Monitor from SolarWinds to meet their network management needs.

Smart City implemented Orion in a multi-poller configuration with a single, common SQL database. This configuration allows Smart City to manage tens of thousands of devices and allows them to collect statistics at a granular level. Smart City uses the customizable web views to give their customers an easy way to ensure they were getting the services they were paying for. Orion Web Views also provided Smart City's customers health and performance statistics about the network.

"One thing that we really like is the toolset integration. This has been a huge help for us here" stated Ronald Shaul, Director of Technology Development at Smart City Networks. The toolset integration allows users to launch applications from the SolarWinds toolsets directly from the Orion website.

- Multiple polling engines to manage 50,000 elements
- Common SQL database for ease of administration and reporting
- Automated alert engine for immediate notification of network issues
- Powerful reporting engine for historical trending and data analysis

"The automated alert engine is critical for us. Without it, we wouldn't know about issues until it was already too late. With Orion, we immediately know when there is an issue."

- Ronald Shaul,
Director of Technology Development

BUSINESS RESULTS

Smart City has been very happy with the Orion Network Performance Monitor and the support that they have received from SolarWinds.

Smart City used the Orion Network Performance Monitor to manage the Consumer Electronics Show (CES), the largest technology show in the world. With Orion, Smart City was able to analyze the historical data from last year's show and based upon the number of vendors, attendees, and the types of technologies deployed realized that they didn't have enough bandwidth to meet this year's requirements weeks before the show started. Based upon this data, Smart City was able to increase capacity and make design changes so that year's show was a huge success.

As stated by Ronald Shaul, Director of Technology Development at Smart City Networks, "We have been very happy with Orion and with the support that we've received from SolarWinds." SolarWinds strives to provide its customers with the best support available anywhere in the industry. The SolarWinds development team is focused on releasing enhancements to existing products and new and innovative products on a rapid basis. SolarWinds products are not only the easiest to use, most intuitive network management tools in the industry but are some of the most powerful feature-rich tools anywhere.

- World class customer support
- Intuitive – easy to deploy and operate
- Powerful fault management and performance statistics
- Scalable enough for the world's largest networks

"The number one method of tracking down virus infected PCs is Orion's Top 10 Lists. Orion identifies the problem and allows us to track it down to a particular user, on a specific port, of one of our switches."

- Ronald Shaul,
Director of Technology Development

www.SolarWinds.Net For additional information, please contact SolarWinds Sales Department at 918-307-8100 or visit SolarWinds online at <http://SolarWinds.Net>. To locate an International Reseller near you visit <http://SolarWinds.Net/distributor/locator.htm>

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