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AUTHORIZED RESELLER

CASE STUDY

THE HARTFIEL COMPANY

In 2002, The Hartfiel Company began to expand its sights dramatically beyond a single facility, and over the next few years, opened them in Iowa, Kansas and Texas. As the company grew and its product line expanded, its IT network became more sophisticated, with features like online credit card processing for customers and Voice-over IP (VoIP) for internal communications—with no “bird’s-eye” view of the routers, switches and servers that hold the network together.

CHALLENGE

For 18 years, The Hartfiel Company has served customers in the Upper Midwest from a single facility near Minneapolis. In 2002, it began to expand its sights dramatically, and over the next few years, opened facilities in Iowa, Kansas and Texas. As the company grew and its product line expanded, its IT network became more sophisticated, with features like online credit card processing for customers and Voice-over IP (VoIP) for internal communications. Eventually, Jeremy Pederson, director of IT, decided to implement a network monitoring solution that would give him a “bird’s-eye” view of the routers, switches and servers that hold the network together.

Pederson had several prerequisites. It couldn’t cost a fortune. It had to be easy to use and couldn’t require a lot of internal maintenance. It also had to archive months of monitoring data so Pederson could spot trends and correctly plan for future capacity needs.

SOLUTION

Pederson evaluated numerous options, including HP OpenView, Silverback (by way of a managed service provider), several Linux-based “freeware” solutions that—in reality—required expensive front-end applications, and Jumpnode. Only Jumpnode met his requirements.

“Every other option I looked at was going to require a dedicated server,” Pederson notes. “I have 22 servers already and don’t need another one. With Jumpnode, all you do is plug in an appliance, and five minutes later, you’re configuring critical checks. Within a couple of hours, I had most of my critical checks up and running.”

Pederson also found Jumpnode’s architecture and its Dashboard interface to be “superior by leaps and bounds over everyone else. It’s web-based, and I can access it anywhere. There are no special programs to install. And it shows you what’s going on throughout

your whole environment.”

The icing on the cake, says Pederson, is the

fact that Jumpnode offers unlimited data retention for customers, so it saves customers the trouble of doing their own backups. Other systems kept data for weeks at most. One only offered seven days of historical information. “You need months of historical data to plan and figure out what to buy in the future,” Pederson says. “With Jumpnode, I’ll have that information forever—or for as long as I’m a customer.”

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