

# CASE STUDY

## THE OCEANAIRE, INC.



**jumpnode**<sup>®</sup>  
AUTHORIZED RESELLER

### Taking both an inside- and outside-the-LAN perspective

The Oceanaire started out as a fine-dining, seafood-only restaurant in Minneapolis and quickly expanded across the country. Today, there are 13 Oceanaire locations. Each restaurant has a small, simple LAN to support cash registers, credit processing and web-based reservations. Restaurant general managers act as local “eyes and ears” for their store’s network. Shawn Phillips, IT director, watches over everything from headquarters in Minneapolis using a Jumpnode to check stores for critical processes, such as the time it takes to okay a credit card purchase. When stores develop problems that can’t be diagnosed over the WAN, a Jumpnode appliance provides an “inside-the-LAN” perspective that usually pinpoints the problem right away.

#### “It has to be simple and fast.”

“The manager of the restaurant plugs the Jumpnode appliance into a power outlet, plugs it into the network and I’m ready to go,” says Phillips. “It has to be simple and fast because the managers have very little time to spend on computers and networking.”

Jumpnode appliances can be preconfigured at headquarters to work instantly once they are plugged into remote LANs. This is ideal for businesses that want to preconfigure a static IP address into a Jumpnode appliance for locations like warehouses, stores and other facilities that don’t have DHCP servers to dynamically assign an IP address. It enables employees without IT skills to get the Jumpnode appliance online instantly. This makes an already simple-installation and configuration process a total no-brainer.

 jumpnode <sup>®</sup>	Jumpnode	HP Open View	Dell OpenManage
Appliance-based with hosted service	X		
Not server-based- No software to install, maintain and upgrade	X		
Remote backup modem guarantees monitoring when WAN links down	X		
Graph historical data and trends	X	X	X
Reports actionable information for fault-tracing	X	X	X
Automatic offsite backups of historical data and trends	X		
Drop-ship replacement	X		
Can be preconfigured or configured remotely	X		
Any number of monitoring nodes can be auto-configured instantly	X		
No configuration or data to rebuild with replacements	X		

\*Jumpnode analysis – not provided directly by customer

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What's more, Jumpnode lets you avoid configuration completely when you know the specific devices you want to monitor. For example, you may have Cisco switches at both your headquarters and other sites and want to monitor the same devices in the same ways at remote locations. Simply drop-ship a Jumpnode appliance to the site, have someone plug it in and, from your Jumpnode Dashboard, auto-apply the checks you've got configured at headquarters to the new Jumpnode at the remote location. With one click, you can configure anywhere from one to 20 Jumpnode appliances instantly. And as you add checks, you can apply them to one or all of your Jumpnode appliances just as easily.

## Worry-free

For Shawn Phillips, simplicity permeates the whole Jumpnode approach. "It comes in, works right away, does only monitoring and does it very well. And best of all, I don't have to worry about it. We're a growing company, but we're not a Best Buy or Target. I don't have to check 300 computers across the WAN all the time, and we don't have a big IT staff—in fact, it's just me and one other person. That makes Jumpnode just about perfect for us. That's why you don't see an HP Open View or Dell solution in here."

That's not to say Oceanaire will be medium-sized forever, considering the way the company is growing. Come to think of it, says Phillips, Jumpnode will still be just about perfect then, too.

