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AUTHORIZED RESELLER

CASE STUDY

THE MULTI-STATE LOTTERY SYSTEM

	Comparison of Jumpnode to other products mentioned in this case study*	
	Jumpnode	WhatsUp Gold
Appliance-based	X	
Hosted software service	X	
No application software to install, maintain and upgrade	X	
Backup modem guarantees continued monitoring visibility if WAN link fails	X	
Graphs historical data and trends	X	X
Automatic backup of historical data and monitoring configuration	X	
Drop ship appliance replacement	X	
No configuration or monitoring data to rebuild with replacements	X	
Ability to set alert levels	X	X

*Jumpnode analysis – not provided directly by customer

Network monitoring grows up

The Multi-State Lottery System (MUSL) grew too big to rely on barebones network monitoring software. “While keeping our websites up and running has always been important, now it has become a must. If any website or other MUSL system goes down, we must know about it immediately. That’s absolutely critical to our business,” says Sean Lair, technical advisor to the MUSL’s director.

How critical? MUSL administers multi-state lottery games that are offered in 29 states, the District of Columbia and the U.S. Virgin Islands from its datacenter in Des Moines, Iowa and hosts many lottery websites with equipment co-located at an ISP. Member lotteries want nothing to come between players and their websites, especially when winning numbers and winners are announced. MUSL started with a less robust network monitoring product, and though they upgraded and tweaked it constantly, it still never performed well enough. Sometimes, in fact, it could be really bad.

“Once, in the middle of the night, we lost both our primary and backup Internet circuits,” says Lair. “All of our hosted websites went down, and hours passed before it was discovered. This was an embarrassing disruption of information to the public.”

When disaster strikes

It was something MUSL vowed never to let happen again. That’s why it replaced WhatsUp Gold with Jumpnode. Feature by feature, there’s no comparison, Lair says, between a hosted network monitoring appliance and software. But Jumpnode really proved its worth when disaster struck.

“Recently, an electrical surge shut down our ISP. Both our primary and secondary circuits went out. Using its backup modem, the Jumpnode at the site alerted us immediately and we were able to put our disaster recovery plan into action without delay. With the loss of all our Internet circuits, our old solution would have been unable to alert us. By the time we noticed the problem, it may have been too late to minimize the impact. But Jumpnode is there for us at all times.”

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What could be easier?

Jumpnode's failover backup modem is icing on the cake, says Lair. If he had to pick one favorite feature, it might be Jumpnode's hosted appliance-enabled software architecture.

"It's so much easier to manage an appliance than a server and software. Who wants to maintain another server and all those software patches and updates? With the Jumpnode appliance, everything is more straightforward and focused on network monitoring. And because the service is hosted, if an appliance fails, we get a replacement immediately, along with instant access to our configuration data, settings, and historical data. Before, if a server went down, we would have to acquire a replacement server; install the operating system, patches and monitoring software; install other required software; restore data from backups; and thoroughly test the system to make sure all the configuration settings were correct. We have close to 500 checks configured on Jumpnode. If Jumpnode weren't a hosted service, it could take weeks to rebuild that server and to get it functioning exactly as the old server. Now, we just plug in a new appliance and we're ready to monitor."

