



## Case Study: CWL Systems

**Industry:** Managed Service Provider

**Location:** Cambs, U.K.

**Product Used:** OpManager MSP

Cambridgeshire based CWL Systems is an IT support company that focuses mainly on the consultation, installation and support of IT solutions in the fast growing SMB market. Exhibiting expertise in back office solutions and network infrastructure within the mid market segment, CWL Systems have vertical focus in financial and legal services. They needed an affordable, yet reliable solution that could ensure high availability to their customers' networks. **OpManager MSP Edition** seemed almost tailor made for them.



## Challenge

With the continuing increase in the size of their customers' data and applications, CWL Systems realized that an infallible network infrastructure was indispensable. With the ever increasing dependence on the IT infrastructure, networks need to be managed well and logically planned out to keep networks running efficiently in day to day operations as well as in the event of a disaster.

*"High availability and security solutions, and proactive monitoring are where we are getting most demand now - Simon from CWL"*

Starting out as a supplier and an IT support organization, CWL systems has increasingly become more consultancy and support based and trying to move away from hardware. Due to their primary interest and specialization in high-end availability solutions, and their growing size, CWL Systems wanted a solution that answered to a robust monitoring system that could scale as the numbers grew.

## Solution

CWL Systems specifically wanted a solution that would scale to their needs, be easy to use, and provide them all the functionality that they needed, at an affordable rate. After evaluating a number of other network management products, CWL Systems narrowed down their search for a complete remote network management tool to OpManager.

*"The well thought out user interface is reason enough in favor of OpManager. Its well designed from the perspective of the customer. Also the dashboard status views are good for an instant graphical overview of all the customers' sites. The ability to monitor pretty much any device such as Cisco routers and firewalls, printers, servers, hubs switches and websites all within a very intuitive web interface are definite plus points."*

*"OpManager has helped us by notifying us of certain problem areas before they even manifest. We have been able to notify our customers of certain issues and advise them on the best course of action, or actually resolve it for them before they can realize that there is trouble", says Simon Murawski from CWL Systems.*

ManageEngine OpManager MSP Edition aims at providing everything that a managed services provider would need. The product is designed to keep up with the growth and future of the MSP, by offering complete remote network monitoring capabilities such as WAN, Server and Applications monitoring, Device monitoring, and services monitoring, amongst others. OpManager MSP is packed with integrated helpdesk, security and asset management modules to enable MSPs to provide advanced services to their customers, as well.

## Why choose ManageEngine OpManager?

OpManager MSP is based on a central-probe architecture, which provides for a great deal of scalability. The probe communicates with the central server over a HTTPS connection, to provide MSPs with a reliable and secure channel. OpManager is tuned to support multiple customer networks. Further, the probe does not have to be installed in every machine that is monitored.

*“Other products require an agent to be installed on all devices, which can make the rollout to a new site slow”*

OpManager MSP is designed to enhance the experience from the providers' shoes. Reporting and data interpretation, which drain time and resources, are available instantly in customizable formats. OpManager MSP Edition, further, seamlessly integrates with a host of other products from the ManageEngine stable, to exceed every conceivable expectation of a complete enterprise management solution.

*“The addition of specific monitoring of exchange and active directory is of great help. While some of the competing products do allow easier addition of other monitors, they lack the overall well put together integrated look and feel of OpManager”*

## Result

With OpManager, CWL Systems now is able to continuously provide customers with more and better services. Proactive monitoring ensures that users don't suffer unnecessary downtimes or issues, and CWL Systems does not have to violate SLA, thus enjoying maximum productivity.

*“We chose OpManager basically because not only did we want to offer value added service to our customers and differentiate ourselves, but also wanted to have pre-emptive information about our customer networks that we support, so as well as giving us peace of mind that their networks are running smoothly, we can identify potential problems for them before they actually happen, saving them downtimes or potential data losses.”*

CWL Systems have installed twelve probes on their customer networks and have plans underway to install probes on all the customer networks that they cover.

## About OpManager

ManageEngine OpManager is an integrated Network, System and Application monitoring software that offers advanced fault and performance management functionality. OpManager is easy-to-install, easy-to-use, and works right out-of-the-box. OpManager has all that you need to manage your IT infrastructure without being expensive or time consuming to implement. Learn why more and more Network administrators are choosing OpManager - a practical alternative to the large, complex and expensive network management frameworks.

## About ManageEngine

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk management, email archive management, and real time QoS management among others, aimed at making your business more effective and efficient. With a wide array of products that can be easily integrated, enterprise wide optimization is allowed. Complementary products provide users with the ability to choose and incorporate features that they need a la' carte.