

Prival Equips Sintra with PrivalEyes, a Powerful Network Management Tool

SUMMARY

Business

Sintra is part of the Colas Group, the world's leading road construction and maintenance company.

Colas operates on every continent of the world with 1,200 profit centers distributed over 40 countries and a workforce exceeding 60,000.

Sintra has VPN connections to its 10 regional offices with some of them situated in remote areas.

A typical regional office will have 30 users on Windows 2000 or XP. Accounting, financial and laboratory trial applications reside on the network.

Issue

Centralize, as much as possible, IT operations and support.

Also, due to budget constraints, all that centralized support needed to be handled by only one individual.

Solution

Prival installed PrivalEyes, a powerful network management tool.

Results

- Time saving on network management
- Better control; all network problems are found and displayed in the clear and easy to use dashboard
- Remote network management
- Only one person controlling the network

"It has become indispensable for the smooth operation of our business. To summarize it all, I would say fast, simple and efficient!"

"Prival's team has a very consultative approach and I felt that after just one meeting, they really understood what my needs were."

Emmanuel Raynauld, Network Administrator, Sintra



SITUATION

Emmanuel Raynauld, Network Administrator at Sintra was facing two major challenges. First, there was a corporate requirement to centralize, as much as possible, IT operations and support. Secondly, due to budget constraints, all that centralized support needed to be handled by only one individual; in this case, himself.

Sintra was looking for a lean but very efficient IT and network performance tool that would be practical, yet powerful enough to monitor and manage a network that connects 11 locations and where all financial data resides.

"I needed total visibility on all network components and remote management capabilities. Without this, I wouldn't be able to increase the speed and the level of service provided to the regions."

"By chance, my WAN supplier Sprint Canada(now Rogers Communications) suggested I turn to Prival and it's IT infrastructure monitoring device PrivalEyes. This has become the best referral I was ever given. It truly has turned out to be the answer to my needs and has actually exceeded my expectations."

SOLUTION

Sintra first considered Tivoli. *"I came quickly to the conclusion that while it had most of the bells & whistles, its implementation would be too complex and demanding. It also didn't fit with the budget allowed."*

As an alternative, he also explored WhatsUp Gold but felt its feature set fell short of expectations. *"The absence of remote systems management and intrusion detection would mean that I would still need a variety of tools to get the job done."*

To facilitate the purchase approval process within the organization, PrivalEyes was installed and tested for two months. *"The installation which took half a day went smoothly and required only a 30 minutes "how-to use" training session. I was amazed how easy it was to use."*

RESULTS

Sintra experienced considerable time saving in server management. *"Pre-set alarm thresholds warned me in advance of potential failures. I was able to act before an issue became a problem or outage. Instead of receiving calls from my regional offices, I would be the one calling and advising them I would be doing some proactive maintenance. That increased their comfort level considerably."* Corporately, their level of comfort has increased as they now have ways to protect their data and systems vulnerabilities are being detected and eliminated.

Also, remote systems management functions are facilitating maintenance contracts accuracy and by ensuring having the right amount of software licenses. *"I have visibility over all Windows and Microsoft applications and I have control over the content of all laptops and desktops."*

"I now have time to spend on new and revenue producing initiatives."

About Prival

Prival specializes in the development of business solutions for IT environments, and in telecommunications. Prival enables their clients to improve the performance of their IT infrastructure, particularly when using PrivalEyes, a suite of network management tools.

To know more about Prival, visit our Web site
www.privalsolutions.com