DERDACK

Indiana University
Higher IT uptime & IT ops productivity

"Enterprise Alert reduces stress and gives me peace of mind. I no longer worry when I'm away from a PC- if an emergency arrives, I'll quickly be notified through every channel."

Janssen Jones, Associate Director, AIT Infrastructure, Indiana University

Background

Indiana University is a multi-campus public research institution with 23,000 employees and over 114,000 students. IU has eight campuses, including core campuses in Bloomington and Indianapolis, and regional campuses in Fort Wayne, Gary, Kokomo, New Albany, Richmond, and South Bend.

Situation

The IU Bloomington Auxiliary IT department monitors their systems with Microsoft System Center Operations Manager (SCOM). To ensure consistent operation around the clock, the ability to notify employees outside business hours is essential. They needed a notification tool that not only provides alerts beyond the capabilities of SCOM, but also integrates seamlessly.

"We needed a way to get efficient alerting across a lot of channels—phone, push notification, email, etc."

Solution

Enterprise Alert is now used to automate incident alerting from SCOM and forward critical notifications to key personnel, particularly outside business hours.

With Enterprise Alert's real-time alert functionality, 4AM server emergencies are dealt with when they happen—not hours later after frustrated users are being adversely affected.

Enterprise Alert's "Remote Action" functionality inside the mobile app takes ease of use a step further with anywhere server administration. IT personnel can swiftly respond to time-sensitive requests without the need to be at a computer.

Benefits

With Enterprise Alert, Indiana University enjoys significant benefits.

1. Higher uptime of systems. Real-time notifications allow AIT staff to deal with issues the moment they arise.

2. Greater efficacy of alerts. Users are no longer required to contact specific employees to take action on issues. Alerts are directed to the appropriate person for quick response.

3. Increased departmental productivity. Enterprise Alert makes it easy to accomplish regular, repetitive tasks that require admin interaction (e.g. enabling remote server access). End users can invoke IT automation from anywhere by using their mobile devices.

"We're able to perform the necessary action no matter where we are— even while waiting in line at the grocery store."

Client
Indiana University, IN, US

Industry
Education, IT Operations

Business needs
- Reliable alerting for after business hours
- Integrate with System Center Operations Manager

Business benefits
- Higher uptime of IT systems due to a faster response
- Higher IT staff productivity due to app-enabled IT automation from anywhere

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