

QUIK PICK EXPRESS HANDLES DOWNTIME AND TROUBLESHOOTING ISSUES, SAVES \$10,000 ANNUALLY USING OPMANAGER

A case study

About Quik Pick Express

Quik Pick Express is a trucking company based in California, servicing seven locations throughout the state operating from one primary data center. The company also provides warehousing and drayage services, moving cargo containers operating from various terminals throughout California.

Business challenges

The IT infrastructure of Quik Pick Express is comprised of a distributed network with over 400 devices, 45 servers, and a central data center in need of constant monitoring. Lack of proper monitoring often caused general operational issues and complications like service interruptions, servers running out of disk space, and offline device problems. Without visibility and oversight into its IT infrastructure, the Quik Pick Express IT staff was aware of many issues only after being notified by a user.

OpManager to the rescue

An immediate solution was vital and Quik Pick Express's IT department evaluated ManageEngine OpManager. The company's IT personnel started using OpManager to address troubleshooting and network downtime issues. With the help of OpManager, Quik Pick Express' overall network performance has improved significantly. The company has achieved minimal downtime and reduced efforts dedicated to troubleshooting.

The experience with OpManager

An all-inclusive network monitoring solution, OpManager helps Quik Pick Express enhance its overall network performance, increase productivity, and improve customer satisfaction, all key benefits that enhance the company's bottom line.

Health and performance monitoring with OpManager

OpManager monitors the performance and health parameters of switches, routers, servers, storage systems, files, and folders, in real time. It can monitor more than 2,000 performance metrics and provide live dashboards and graphs with up to one-minute granularity, i.e. every minute, OpManager polls the devices connected to the network and obtains the necessary data.

OpManager monitors virtual machines and utilization trends

OpManager enables users to monitor services, VMs, applications like MSSQL and Exchange. It can also track critical utilization trends and metrics such as CPU, disk, memory, and network.

Alerts, alarms, and notifications

Problems and issues can only be prevented or addressed immediately if the IT personnel are notified. OpManager proactively alerts users through alarms and notifications about any abnormalities, including faulty services, servers, or devices.

Fault management and workflow automation with OpManager

OpManager helps Quik Pick Express' IT admins by automating standard functions, enabling them to work more efficiently. Through automation of standard operations and processes, IT personnel can identify issues and address them immediately.

How OpManager ensures Quik Pick Express' productivity

Folder monitoring is crucial for Quik Pick as it is a business-critical parameter. "We have thousands of electronic data interchange (EDI) transactions daily with trading partners. We use folder monitoring to ensure that there are no stuck files. This has been critical for us," said Network Engineer Kirk Woloshyn from Quik Pick Express. Electronic data interchange (EDI) is a standardized form of exchanging business information between two business partners/companies, electronically.

Kirk says that with the help of OpManager, the Quik Pick Express IT team configures thresholds to receive alerts and notifications if certain conditions are not satisfied. "For us, folder monitoring for "stale" files, one that is in a folder for more than 10 minutes, is one of the most beneficial features of OpManager. If a file is in a monitored folder for more than 10 minutes, it means a process has failed, and a customer order is stuck," he said.

Quik Pick's vIT staff have configured folder monitoring with a threshold set for 10 minutes, beyond which they will receive alerts from OpManager.

Additional benefits

OpManager has benefited Quik Pick Express through its

- **Affordability and cost-efficiency:** It's not easy finding an affordable, comprehensive network monitoring solution. OpManager's affordability and cost efficiency encouraged Quik Pick Express to select it.
- **Functionalities and scalability:** Scalability and comprehensive functionalities are rare features in network monitoring tools. Being the all-inclusive monitoring solution, OpManager exhibits both these features.

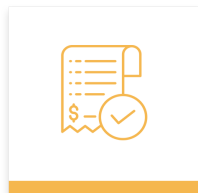
- **Easy usability because of user-friendly UI:** A user-friendly UI is a feature users appreciate, which is why one million IT admins trust ManageEngine ITOM solutions.
- **Customizable monitors:** Quik Pick Express' IT staff make the most out of OpManager's customizable monitors and dashboards for efficient and in-depth monitoring.
- **Ability to generate intuitive reports and function without any agent:** The IT personnel at Quik Pick Express highlight OpManager's ability to generate valuable reports and carry out operations without any agents. Most organizations prefer agent-less operations due to its ability to reduce the time taken for the solution and tool deployment, and to ensure easy management and upgradation.
- **Easy setup and installation process:** A good network monitoring tool should minimize the users' work. OpManager does precisely that, from set up and installation.
- **Capability to support multiple vendors:** Quik Pick Express's IT staff find OpManager's multi-vendor support feature to be highly advantageous.

OpManager as an asset

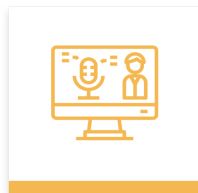
A good network monitoring tool should be an asset to the user and yield high ROI. OpManager accomplishes this by playing a vital role in Quik Pick Express's productivity. The company estimates that annual savings from implementing OpManager in its IT environment exceed \$1,000. More important than the savings, customer satisfaction has increased due to improved reliability in order fulfillment.

How OpManager can help you monitor your networks

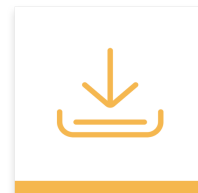
ManageEngine OpManager is a network management platform that helps organizations of all sizes and service providers manage their data centers and IT infrastructure efficiently and cost-effectively. Automated workflows, intelligent alerting engines, discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system quickly and easily. Do-it-yourself add-ons extend the scope of management to include network change and configuration management, IP address management, and monitor networks, applications, databases, and virtualization. For more information about OpManager, visit manageengine.com/opmanager.



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