



IT service provider improves service performance and uptime

Dutch IT service provider NMA ICT Solutions has increased application performance for customers, while reducing unplanned downtime by up to 70 percent, with Dell Foglight for SQL Server

Founded in 1997, NMA ICT Solutions delivers fully managed IT services that help customers focus on their core business activities. Headquartered in the Netherlands, the organization serves government and enterprise clients and provides a range of managed services, including platforms and storage, secure networking, messaging and collaboration, and hosting solutions. NMA ICT also delivers a range of critical applications for its customers, from Microsoft® SQL Server® and Exchange Server to customer relationship management (CRM) and enterprise resource planning tools.

With customers depending on NMA ICT's managed IT services every minute of every day, they must always be available, and performing at their best. Jos Bredero, manager of professional services at NMA ICT Solutions, says, "Today, customers do not ask for server availability, but for application

availability. Infrastructure monitoring, unfortunately, does not see or monitor everything. Therefore, application monitoring has become increasingly important."

Customer service enhanced through effective application monitoring

NMA ICT Solutions needed a comprehensive application monitoring solution to alert the technical team about emerging performance issues, speed up resolution, and minimize the risk of service downtime for customers. In addition, the company wanted new ways to report on performance statistics and ensure compliance with customer SLAs for performance and uptime. "We wanted a method to link the monitoring and availability of applications to our service level agreements and to be able to report on those SLAs," says Bredero.

After evaluating several solutions, including Microsoft System Center

"We expect a decline of about 60 to 70 percent in unplanned downtime because Foglight will dramatically lower downtime on domain controllers by enabling earlier detection, resulting in less serious problems."

Jos Bredero, Manager for Professional Services, NMA ICT Solutions

Customer profile



Company	NMA ICT Solutions
Industry	IT Managed Services
Country	The Netherlands
Employees	70
Website	www.nma-ict.nl

Business need

NMA ICT Solutions needed to monitor and troubleshoot applications effectively to increase availability and performance for customers and ensure compliance with SLAs.

Solution

The company deployed Dell™ Foglight for SQL Server, which proactively identifies application performance issues and helps members of the technical team resolve them faster.

Benefits

- Slashed application downtime by 70 percent
- Enabled proactive detection and resolution of issues before they affect customers
- Reduced IT workload while improving SLA compliance

Solutions featured

- [Application and Service Management](#)

Operations Manager and Kaseya, NMA ICT Solutions chose Dell™ Foglight for SQL Server to monitor SQL Server, Exchange Server, its CRM system, and various products such as Navision and Exact. NMA ICT Solutions was already using a range of Dell software solutions, so the decision to look at Dell Foglight for SQL Server, was an easy one.

Issues resolved faster and more effectively

Foglight's intuitive interface alerts IT staff to emerging performance issues in real time, helps identify the root cause of issues and offers recommendations for resolving them. The solution is able to monitor application performance across multiple technologies, including Java, .NET, virtual and physical servers, databases and networks.

Using Dell Foglight for SQL Server, members of the NMA ICT technical team can identify every application issue that affects the business, and fix problems faster. "Foglight does way more than just show whether something is online. Foglight not only helps solve problems, it detects issues before they become a problem," says Bredero.

Company easily implements solution and enjoys short time to benefit

With support from Dell Software, NMA ICT Solutions was able to implement Foglight quickly and easily and begin using it effectively. Victor Koopman, Marketing Manager at NMA ICT Solutions, says, "We began with a trial period that was led by Dell Software, which also trained our staff and made sure they knew everything they needed to know. The solution is very knowledge-intensive, and it takes time to have it set the way you want. But once the features are set your way, it's easy to work with."

Application downtime reduced by up to 70 percent

Using Dell Foglight for SQL Server, NMA ICT Solutions expects to reduce application downtime significantly, helping to improve compliance with SLAs. "Foglight will dramatically lower downtime on domain controllers by enabling earlier detection, resulting in less serious problems," says Bredero. "In fact, we expect a decline of about 60 to 70 percent in unplanned downtime. With fewer failures and less downtime, we will improve SLAs."

Technical team saves time and does more with less

Dell Foglight for SQL Server helps members of the technical team pinpoint and resolve application performance issues faster, reducing the time spent on manual troubleshooting and fault resolution. In addition, it is faster and easier to report on compliance with customers' SLAs. All this has reduced workloads and enabled the IT team to do more with less, according to Bredero. "Before, we were understaffed. With Foglight, that is no longer an issue."

Technology at work

Software

Dell™ Foglight for SQL Server

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