



About CDF Corp.

LOCATION

Plymouth, Mass.

WEB SITE

www.cdf1.com

BUSINESS

Plastic liners and containers for packaging liquids.

INDUSTRY

Manufacturing.

EMPLOYEES

150

DEVICES MONITORED

20

BUSINESS DRIVER

Efficient operations—when the servers are down, the machines run but actions must be recorded manually, hurting efficiency.

PRIOR SOLUTION

Entry-level point product

WHY THAT PRIOR SOLUTION?

Cost

WHY GWOS?

Reliability, flexibility, affordable.

A Matter of Efficiency

How plastics manufacturer tapped GroundWork Monitor Enterprise for business effectiveness

Driving by CDF Corp.'s two buildings in Plymouth, Mass., you might recognize them as housing a manufacturer of plastic liners and containers for liquid products for the food, beverage, chemical and cosmetic industries. But you might not guess how much CDF depends on a reliable IT infrastructure.

Scattered across its shop floors in two facilities are 14 touch screens used by workers who record jobs running, production status and scrap created. Connected to the mid-sized company's IFS enterprise resource planning (ERP) system, those screens are also used to manage projects and employees 24 hours a day for 5½ days per week.

For years, CDF used an entry-level point product for monitoring the status of 20 devices on its network, including seven servers running critical accounting, human resources and manufacturing applications. CDF's two buildings sit a quarter mile apart, sharing data via a Motorola wireless data canopy OFDM radio link. The entire business depends on that link, so it must be monitored along with supporting switches and servers. All that, including the internet bandwidth, must be monitored for CDF to function fluidly.

"Our old monitoring solution was cheap and not flexible," said Alex Ivkovic, IT Manager for CDF. "It wasn't reliable or enterprise-grade, and all it provided was simple up or down status. The two of us in

IT are too busy to look at a console, and the monitoring application would crash and not send notifications. We're handling a lot—telephone, ERP, servers."

As a matter of financial necessity, Ivkovic looked first for very low-cost or open-source alternatives. He loaded open source Nagios but couldn't get it to run: "I found it to have an extremely steep learning curve." Frustrated, he came upon GWOS' GroundWork Monitor Enterprise.

"We were looking for high reliability, and the GroundWork Monitor Enterprise has it," said Ivkovic. "It's head and shoulders above our old solution—so much more

"GroundWork Monitor Enterprise is already worth what we paid for it."

— Alex Ivkovic, IT Manager, CDF Corp

flexible and provides better coverage. It's an enterprise-class product that addresses our business needs by permitting me to tune thresholds and monitoring techniques best equipped for what's being monitored."

GWME with free customer training made Ivkovic's learning curve manageable. With the GroundWork product, agentless NRPE and SNMP monitors can be adjusted so that a particular server with consistently



Monitoring System

PREVIOUS SOLUTION:
Point product

PRIOR PRODUCT IMPLEMENTATION AGE:
5-plus years

ISSUES:
Outgrew solution, unreliable and not flexible for newer ERP software

EVALUATED:
Nagios, difficult to configure

SELECTED:
GroundWork Monitor Enterprise

REASONS:
Flexible, reliable, affordable

GWME DEPLOYMENT:
Enterprise 6.x running on CentOS

MONITORING COVERAGE:
20 servers and Motorola Wireless Data Canopy spanning two buildings

BUSINESS IMPACT:
GWME saves time and ensures accurate operations 24 hrs, 5 ½ days/week

high disk load doesn't trigger notifications constantly. Ivkovic and his IT cohort receive text alerts from GWME on their iPhones, and hardly access the terminal.

CDP Corp.'s environment already includes virtual machines—GWME monitors the server hosts—but nothing in the cloud. IT is so integral to CDF operations that it all runs on CDF's site.

The biggest remaining systems management challenge is getting GWME to monitor the Oracle database that CDP's applications utilize. Seven months into its use of GWME, Ivkovic is confident that he and GroundWork can together tame Oracle too. He's already checked out the topic on GroundWork's free user forums.

For CDF, the business driver is efficient, round-the-clock operations. The manufacturing equipment can run without the manufacturing applications, but values must be logged and entered manually, costing both time and accuracy. Servers not running mean software idled, higher costs, inefficiencies, and a fabrication system thrown out of synch.

"GroundWork Monitor Enterprise is already worth what we paid for it," says Ivkovic.

ABOUT GWOS

San Francisco-based GroundWork Open Source, Inc. (GWOS) is the market leader in commercial open source network and systems management software, delivering enterprise-class network, system and application management solutions at a fraction of the cost of proprietary solutions.

©2010 GroundWork Open Source, Inc. All rights reserved. GroundWork Open Source and GWOS are registered trademarks of GroundWork Open Source, Inc. Nagios is a registered trademark of Nagios Enterprises.

139 Townsend Street Suite 500
San Francisco, CA 94107

Toll-free: (866) 899-4342
Tel: (415) 992-4500
Fax: (415) 947-0684

info@gwos.com
www.gwos.com