



## Travel in the Lap of Luxury

With GroundWork Monitor Enterprise, Luxury Link never wonders whether its web sites are available

### About Luxury Link

#### LOCATION

Los Angeles

#### WEB SITES

www.LuxuryLink.com,  
www.FamilyGetaway.com  
www.Vacationist.com

#### BUSINESS

High-end travel

#### INDUSTRY

Travel

#### EMPLOYEES

60

#### DEVICES MONITORED

50 servers, switches, routers,  
firewalls, printers

#### BUSINESS DRIVER

Uptime is mission-critical for  
online services

#### PRIOR SOLUTION

GroundWork Community Edition

#### WHY GROUNDWORK?

Familiar, cost-effective, top-notch  
reporting

#### NEXT STEPS

Monitor more services, glean more  
data from virtualized infrastructure

When travelers get a hankering for affordable luxury travel, Luxury Link strives for its auction site of five-star travel destinations to be ready and waiting. To guarantee that, Luxury Link has turned to GroundWork Monitor Enterprise to assure availability.

Management at the 12-year-old company has plenty of other pressing issues to address—inventory of popular destinations, pricing, ease of use, etc.—but its IT department doesn't take uptime for granted. Nor does CEO Drew Marich with his background at eBay, where 100% availability is a key target.

"We need everything up, running and available," says Klaus Schreyack, Senior Systems Administrator at Luxury Link. "The datacenter supports Luxury Link's three Web sites (LuxuryLink.com, FamilyGetaway.com and Vacationist.com, an invitation-only site) plus all the internal applications. Having those things up is mission-critical, and we selected GroundWork Monitor Enterprise to know their status."

Luxury Link's core business is auctioning off luxury hotel stays and five-star destinations around the globe. Its FamilyGetaway.com targets families for domestic and international locations, and invitation-only Vacationist.com, a joint venture with Travel + Leisure magazine, prides itself as having "prices too good to be public."

After setting those expectations for its customers, Luxury Link must deliver on its promise of hassle-free convenience when customers log in to travel in style.

Luxury Link had been running the free open source GroundWork Community Edition but the appeal of attractive pricing, additional automation, auto-discovery and better reporting led Luxury Link to upgrade. Schreyack was familiar with

*"Quite simply GroundWork Monitor Enterprise is the best I've seen to date. It fits both small and large business needs, has a very good price point on entry, and it's based on Linux. What's not to love!"*

— Klaus Schreyack, Senior Systems Administrator, Luxury Link

GroundWork from a prior job in financial services. Even earlier, he had used HP OpenView (Operations) but knew that option was out of the question for Luxury Link.

"HP OpenView is way too expensive for our needs," he said. In Schreyack's evaluation, ease of use was as important as cost.

Once Schreyack received approval to improve Luxury Link's monitoring, setting



## Monitoring System

### PREVIOUS SOLUTION:

GroundWork Community Edition

### ISSUES:

Downtime means lost revenue

### EVALUATED:

Only GroundWork

### SELECTED:

GroundWork Monitor Enterprise

### REASONS:

Easy, low-cost solution that offers top-notch reporting

### GWME DEPLOYMENT:

Virtual appliance on VMware ESX 4

### MONITORING COVERAGE:

50 now, will add 25 more plus additional services

up GroundWork Monitor Enterprise took him just an hour. He transferred his profiles from Community Edition, took advantage of auto-discovery and dropped in Nagios plug-ins.

Schreyack considers his Enterprise deployment to be ongoing, as he wants to add 25 more devices, many more services and beyond-the-basics monitoring of Luxury Link's two MySQL databases. He's fine-tuning the deployment by altering scripts in the open source code to give him the customized monitoring data he needs. With Luxury Link's heavily virtualized environment, he's building his own code to monitor the memory usage of VMs, not just the hosts.

Likewise, he appreciated the training that came bundled with the GroundWork Monitor Enterprise subscription so much that he's taken the course twice—once with a previous employer and once for Luxury Link.

With GWME, Luxury Link uses email and SMS alerts for monitoring incidents. The first line of defense is the Network Operating Center staff—himself and two others—but when reinforcements are needed, the other five IT staffers are on call too.

Because he must monitor multiple Web sites plus Luxury Link's internal infrastructure, he appreciates how GroundWork Monitor Enterprise offers a single dashboard for his entire environment, not separate ones for each component.

"GroundWork Monitor Enterprise helps us meet the high expectations of our sophisticated clientele," he says. "When we promise luxurious travel, it starts with being available whenever our passionate customers want to visit us. With GWME in our back-office, we don't worry about availability."

*"We need everything up, running and available. It's mission-critical."*

*— Klaus Schreyack, Senior Systems Administrator, Luxury Link*

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## 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.

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