

Dean Bank Finds Success with ELM Enterprise Manager to Proactively Manage Systems



Company Profile

Dean Bank has been a leader in the community since its founding in 1889. They have stayed committed to remaining locally managed, retaining the fundamental ability to develop products and services to match the needs of the people and businesses in the communities they serve.

Commitment to Customers - Everyone has a different vision of what they want out of life. For some, it's buying their first home, for others it's building their dream home. Maybe planning for a comfortable retirement is important... or simply having the financial tools that save time each day. And while everyone has different needs, Dean Bank offers customers a common solution. They have the products and services to help everyone realize their visions... whatever they may be. Dean Bank is also proud to sponsor many local non-profit and charitable organizations through donations of money and employee time.

Promise to Customers - By providing outstanding financial products and customer service, Dean Bank makes every effort to help fulfill the dreams and goals of each Dean Bank customer.

Service Area - Dean Bank proudly serves individuals, families and businesses in the Norfolk County/Blackstone Valley region of Massachusetts and in Northern Rhode Island.

Technology Challenge

"We could spend half the morning each day going server to server, reviewing logs, and checking server status to see where the issues were," said Joe Sousa, Network Engineer, "and that's only if we didn't get interrupted by something more pressing."

Like many other community banks, managing a growing environment with decentralized systems was becoming an increasingly resource intensive task for Dean Bank. Network administrators were spending more time in a reactive mode than they could afford and although reporting and tracking tools for security and audit requirements were acceptable, they were very time consuming and cumbersome. And with the implementation of a new Storage Area Network (SAN) and virtualization of servers, it was time to find an automated system monitoring solution.

The Solution

In December 2007, Dean Bank engaged TNT Software for an automated event log management and server monitoring solution. They needed centralized collection of events and advanced reporting capabilities. Ideally they were hoping to monitor performance of critical systems that staff and customers rely on every day with the same single-seat solution. The solution also had to be scalable to grow with them as they expanded into a virtualization model from a vendor committed to supporting the intricacies of new operating systems such as Windows Server 2008 and 64-bit hardware.

Dean Bank chose ELM Enterprise Manager to handle their real-time system monitoring, alerting and reporting needs. "We've literally cut in half the time it took to monitor systems and perform daily follow-up work," commented Joe Sousa. "We now have email notifications as well as instant desktop alerts keeping us well aware of the status of each our servers in all of our branches." Tracking security events such as logon failures allows their IT administrators to quickly respond to situations requiring their attention. Reports are now setup to run automatically on a weekly basis to satisfy audit requirements.

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Using ELM Enterprise Manager, Dean Bank can now see the relationship between important events on multiple systems on the same timeline while filtering out less important, "noisy" events. ELM has provided a greater level of visibility into bank operations supporting and promoting a more proactive approach to systems management. With the ability to monitor processes and services as well as events, Dean Bank has also taken steps to prevent potential system outages by being more aware of potential problems and taking corrective actions.

"Looking back, it's hard to imagine how we got along without ELM and both the visibility and automation it brings to our environment. It makes my job a lot easier and there's so much more that it can do we have yet to implement," remarked Joe.



For more information:

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