

MCSO Improves Server Monitoring and Trends Server Usage with ELM

Client Profile

The Multnomah County Sheriff's Office (MCSO) of Portland, Oregon, is a public service organization that provides civil, corrections, and law enforcement services to Multnomah County. MCSO currently manages two jails, with about 1,300 beds, including 40,000 bookings and releases annually. MCSO is also contracted to provide law enforcement services to Wood Village, Maywood Park, and all of the unincorporated areas of Multnomah County, Oregon. MCSO has 800 full time employees who are augmented by many dedicated volunteers and reserve deputies.



Technology Challenge

The CJIS (Criminal Justice Information Systems) Unit of the Multnomah County Sheriff's Office recently faced an increase in network service duties coupled with a reduction in the staff. These network service challenges stemmed from the requirement to share data, improve work flow and change how they archive and manage data.

The MCSO recognized they needed a method to literally work smarter not harder. Instead of manual review of logs and forensic research after problems occurred, they searched for a tool to support more proactive system management.

Daily monitoring of servers and network services needed to be automated and simplified within their 24 x 7 environment. "We needed to become proactive in supporting our servers instead of the reactive position we often found ourselves in," commented Andy Potter, IT Manager. "We needed to know that shared drives were reaching capacity, before a user called unable to save a document, or we needed to know that email was not flowing because a log file was not being deleted after the back up finished. End users don't care why something is down, just that they can't work. We have to keep things working, so end users can do their jobs."

It was critical that MCSO servers stay up and running and that the CJIS Unit have proactive monitoring in place. This would allow them to be able to resolve issues before they became problems, thereby reducing downtime and keeping information available to staff working in the jails, on the river patrol and out on the streets. MCSO's environment supports 65 network servers, including

Exchange e-mail servers, SQL servers, DHCP / Print servers, and a SAN to store shared data. MCSO supports this matrix of network servers and appliances with eight IT Staff.

The Solution

MCSO looked at Microsoft Operations Manager (MOM) as another possible solution. However they needed something that would not only work with Windows, but network appliances and Linux servers as well. They required a single solution, rather than multiple tools and interfaces for each operating system or appliance type in their environment.

With the addition of ELM Enterprise Manager, MCSO is now able to monitor all of their servers and network services from one central location. Automated alerting as conditions change provides them the ability to manage by exception and proactively address issues before they become outages. Server up time has improved, and they can correct many issues before users ever see them as a problem.

TNT Software has provided MCSO with a full solution for Windows Server monitoring, plus Linux Servers and network appliances. This new proactive approach to server monitoring has enabled the MCSO to anticipate outages and achieve their goal of working smarter, not harder.

"Our ability to monitor all of these devices from one central location combined with custom notifications allows us to monitor all devices without the need for staff to manually review event logs. We can also allocate time for staff to spend on specific issues before they become problems," said Andy Potter. "Thank you TNT Software for making this project a reality so quickly and for making our lives in the MCSO a little easier."



For more information:

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