Department of Agriculture & Fisheries User Case Study

The Customer

Information and Technology Partners (ITP) is hosted within the Department of Agriculture and Fisheries (DAF) and supports, through a centralized corporate service partnership model, the following departments:

- Department of Environment and Heritage Protection

- Department of National Parks, Sport and Racing

- Department of Natural Resources and Mines

- Department of Energy and Water Supply

- Department of Agriculture and Fisheries

- Department of Tourism, Major Events, Small Business and the Commonwealth Games.

Our priority is to ensure the continuity of ICT service delivery and support for all existing business partners across multiple agencies to the same high standards.

The Challenge

DAF required a fast, highly scalable, cost-effective network management solution that provides detailed monitoring visibility from the core of their network right down to the edge. There was also a direct requirement to have a level of proactive performance management in the form of thresholding and alerting so that staff could receive notification of potential problems before they became a major issue.

The Solution

DAF had mentioned that they looked at a number of other NMS products in the market and chose Statseeker Network Infrastructure Monitor for its ease of use, speed of data collection and reporting, and the ability to monitor their entire network infrastructure and not have to restrict coverage due to cost.

Another major factor in DAF's decision making was that the Statseeker Network Infrastructure Monitor is an all-encompassing solution that provides all features out of the box without the need to purchase additional modules or plugins at extra cost, which meant they could focus on managing and monitoring their network infrastructure and not worry about escalating NMS costs.

The Benefits

Statseeker provides DAF with the ability to offer its user base a multi-user access solution to their regional site administrators so they have their own customized view to proactively manage and monitor their part of their network.

Statseeker's ability to never rollup or average the collected and stored performance data has been extremely beneficial for DAF when performing capacity planning and post analysis of performance issues within the network.

Statseeker's Availability reports are extensively used by DAF to provide high level management with the data they require and is measureable against their business KPIs.

Statseeker's out of the box Netflow capabilities gave DAF excellent visibility at a huge cost saving as their existing Netflow product was very restrictive in terms of cost and licensing.

Statseeker's ease of use, low maintenance overhead and reliability have been key factors as to why DAF continue to focus their efforts on using Statseeker compared to other competing NMS products.

DAF mentioned that Statseeker's support is second to none and has been one of the driving factors for them in renewing each year that they have owned and used the product.

Department of Agriculture and Fisheries

QUEENSLAND GOVERNMENT

Instant visibility

Powerful monitoring

Fast reporting

Smart data