Super-Server, LLC

Growing IT Services Provider Enhances Quality of Service, End User Satisfaction with eG Enterprise Management Software

Overview

Super-Server, LLC, is an outgrowth of Information Technologies Corporation (ITC). ITC was founded in 1983 and was recognized by *Inc. Magazine* as one of the 500 fastest growing companies in America in 1989.

During its years of operation, ITC provided technology consulting and programming services to middle market companies, attempting to help these companies improve profits by using technology to solve operational issues or to take advantage of strategic opportunities.

Philosophy

After years of providing technology related consulting services, ITC management concluded that middle market companies are better off focusing on their core competencies rather than being persistently distracted by technology challenges.

Thus, in 1999 the management team of ITC launched the Super-Server initiative, an effort to find a way to provide middle market companies with a way to use technology without having the burden of owing it. This led to the development of a suite of utility-like services which was incorporated into a new company named Super-Server, LLC, in May of 2000.

Today, Super-Server, LLC, is marketed as a less expensive, more reliable and better performing office technology alternative for middle market companies that are otherwise challenged by the results they obtain from in-house solutions.

eG Innovations, Inc. is a global provider of real-time monitoring and proactive IT triage solutions targeted at making IT service management easy, effective, and efficient. The eG Enterprise Suite provides advanced monitoring solutions for clients in 12 countries around the world. Here is how one of them is solving its challenging IT problems with solutions from eG Innovations.

The Challenge: Keeping One Step Ahead of Customer Needs

Super-Server is a fast-growing application services provider (ASP) that specializes in providing large data center services to small - to medium - sized firms. Customers of Super-Server span multiple industries including real estate, insurance, manufacturing, financial services, retail and manufacturing. The company's capabilities and personalized service are a great fit for such firms because they typically lack the capability to manage their own computing infrastructure, but don't want to outsource to the larger national ASPs and be treated like "small fish."

Customers run a variety of applications and access their data using servers that reside in Super-Server's highly-secure data bunker. Because of this, customers no longer need to purchase or upgrade in-house servers or software, replace PCs or train and maintain in-house technical expertise.

These programs and applications run on Super-Server's network of Citrix servers. Some of the servers are virtual, wherein multiple instances of Microsoft Windows Server exist on a single hardware server to provide back-up capability if needed. These servers collectively access more than 3 terabytes of data. Super-Server also has the necessary file and email servers to provide a complete and secure hosted environment for their customers.

High availability and excellent quality of the hosted infrastructure are critical to Super-Server's business model. To be able to ***proactively*** monitor and diagnose problems with the hardware, software, and network resources, Super-Server uses the eG Enterprise Suite. Early warning indicators provided by eG Enterprise help Super-Server staff catch signs of trouble before their customers see any degradation in service or performance.

"The IT infrastructure is the central nervous system of all our customers," said Frank Butler, president of Super-Server. "We want to position ourselves as a valued IT partner for our customers, so we can't just react to problems after the fact. We want to prevent them from happening in the first place."

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Prior to implementing the eG Enterprise solution, however, Super-Server would receive problem notifications from end users and did not have the ability to quickly pinpoint the cause of the problem. This affected customer satisfaction and risked financial penalties through service level agreement violations. "Some processes are very critical and it's hard to keep an eye on them all the time," said Butler. " Fax servers and VoIP telephone servers are examples. If these go down and we don't know, there's a real problem."

When performance problems came up, Super-Server didn't know if it was a bandwidth issue, a server matter or something else; they weren't sure where to start. That's all changed with eG Enterprise. Now, technical staff can quickly gather relevant information about the situation, determine root cause factors and then take action to resolve any issues before end users experience any problem.

"A solution like eG Enterprise enables us to take subjectivity out of the equation," said Butler. "If a customer says the application performance is slow, we can measure to determine if that is indeed the case. We can drill down to an individual user's performance as well as compare performance of two different virtual servers."

"Super-Server also uses the eG Enterprise management software to look at processes such as planning and implementing growth. In the past, there were delays in getting clients up and running because it took us so long to troubleshoot our own systems. Thanks to eG Enterprise, things work much more smoothly for provisioning new and existing client applications and services."

"We looked at several different management software vendors before making our decision," said Butler. "But no one could match eG Enterprise's combination of process, user and network performance. Just as importantly, none of the products we evaluated performed any of those functions as well as eG Enterprise."

eG Enterprise: A Proven IT Management Solution for the Service Provider Industry

For many ASPs and MSPs, eG Innovations' enterprise service management software solution is the IT backbone that helps them meet their customers' business needs. eG Enterprise helps improve customer service quality by proactively managing the service provider's infrastructure, and detecting problems before they affect normal customer-facing operations.

Many leading enterprise organizations also have incorporated the eG Enterprise Suite solution into their IT management plans because of its ability to maintain reliable infrastructures and deliver optimum performance of business services at lower costs. eG Enterprise also helps companies reduce capital expenditure through informed capacity planning, identifying under-utilized infrastructure components and suggesting strategies for reallocating existing resources to maximize value.

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About eG Innovations

eG Innovations, Inc. (www.eginnovations.com) is the leading provider of IT Infrastructure performance monitoring and management solutions. Our unique dataflow and applications dependency technology is key to ensuring high availability and performance of mission-critical systems, where proactive monitoring, rapid diagnosis, and instant recovery are critical. Customers worldwide use eG solutions to improve the quality of their services and as a result, enhance their competitive positioning, lower their operational costs, and optimize the usage of their infrastructures.