



SolarWinds Professional Service Engagement: Audit and Optimisation of an Existing Solarwinds Installation

About Kedron UK

Network and application performance management technology expert Kedron UK works with some of the UK's largest enterprises to assist with their IT service performance challenges.

From the initial assessment and concept development right through to solution delivery and optimisation it combines cutting-edge technology with exceptional service and expertise to help clients maximise performance and operational efficiencies from their networks.

The Client

Cambridgeshire Fire and Rescue Service operates throughout Cambridgeshire and Peterborough, serving around 820,000 people.

With headquarters in Huntingdon, it operates from 27 stations. In 2014 it joined forces with Bedfordshire Fire and Rescue Service, which has an additional 14 stations covering a population of approximately 620,000, to embark on a shared services initiative that would enable the two organisations to share IT infrastructure and services.

The Challenge

Cambridgeshire and Bedfordshire Fire and Rescue Services had both previously used SolarWinds solutions for monitoring their networks and applications. However the software was out of date, with discrepancies between the different versions used by each organisation.

Both systems therefore needed upgrading and configuring to reflect shared service level agreement objectives and meet KPI reporting and alerting requirements.

In addition, although in-house IT teams had some knowledge regarding the scope and capabilities of the technology, this was limited. Further training and education was therefore required to help them extract the best value from the upgraded software.

The Solution

Working in partnership with both organisations Kedron UK was able to provide a bespoke Professional Service Package, using its three-step 'Plan, Provide and Assure' methodology to deploy Solarwinds Orion and help deliver maximum return on investment from day one.

The project was carried out by a highly skilled Kedron UK engineer, who worked in close collaboration with members from the Shared ICT Team. This ensured the team's specific requirements were fully understood and met, while also facilitating knowledge transfer to give in-house personnel a comprehensive understanding of the solution installed and its capabilities.

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Maneesh Passan
ICT Project Manager
Cambridgeshire Fire and
Rescue

"Anyone who has ever faced the challenge of implementing a viable software package that delivers reliability, value for money and flexibility will understand that finding the right technology is only half the battle. In order to ensure maximum benefit and return on investment is achieved from any network management solution in the longer-term, choosing the right installation and support partner is just as important"

Phil Swainson
Head of Technical Services
KedronUK

Case Study



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety

STEP 1: Plan

Kedron UK carried out a full assessment of the requirements across both fire services. This included a review of the current strategy; the personnel resource available to manage the technology; the key requirements in terms of KPI reporting and alerting; and the scope of the environment the solution would be working within.

STEP 2: Provide

A multi-faceted approach was employed to ensure all requirements and objectives set out in the planning stage were met. This included:

• Full installation upgrade

Components were upgraded and configured to the latest versions, maintaining stability across both systems with correct on-boarding of all managed network devices. In addition, Kedron UK moved Bedfordshire Fire and Rescue Service's installation from a virtual database server to a shared environment, utilising existing servers that met the recommended Central Processing Unit requirement of Dual 3Ghz processors for both installations to maximise overall performance.

• Development of custom fields

SolarWinds Orion uses custom fields against database nodes and interface entries to enable the grouping and filtering of data for views and reports. Default fields, which include 'Site' and 'Comments' were being used by both services. However, additional fields were required to fulfil the visibility and reporting needs of the Shared ICT Team. These were agreed and implemented, providing an optimal solution to meet requirements.

• Integration of Application and Network dependencies and alerting

Following consultation to understand and identify Application and Network dependencies, Kedron UK's engineer was able to build these into the alerting function of the SolarWinds Orion system to help ensure the delivery of accurate KPI information for reporting. This included the incorporation of 47 key applications, enabling groups and dependency settings to be configured and edited in both systems, and helping to eliminate the 'false positive' alerts that were previously causing alarms to be overlooked.

• Tailored user views and reporting

Cambridgeshire and Bedfordshire Fire and Rescue Service's Shared ICT Team needed customised reports that were not available as standard within the SolarWinds Orion package. To facilitate this, Kedron UK worked with the management team to identify specific requirements before building bespoke queries into the database to make these reports possible. This ensured the fast and effective monitoring of infrastructure components and applications to identify issues concerning application and device availability and also satisfied specific user-group requirements for KPI reporting and alerting.

STEP 3: Assure

Throughout the implementation process, Kedron UK worked closely with the Shared ICT Team to ensure a full working knowledge of the solution installed and the scope it offered in terms of delivering improved performance.

Comprehensive training and support was provided to help edit and develop the user-specific views and reports, with Kedron UK providing a dedicated Project Manager, as well as a Technical Account Manager working alongside a SQL report writing specialist, to deliver ongoing support throughout the final stages of the project and into the future.

Documentation was also supplied, including a user guide, helping the Shared ICT Team to reap maximum benefits from the package with a future-proof, fluid and flexible solution to help cater for the evolving needs of both fire service departments, both now and in the longer-term.

The Results

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Kedron has been very helpful and flexible and also supplied us with documentation, including a user guide, to help us get the most from the package. As a result, we now have a future-proof, fluid and flexible solution to help cater for our needs, both now and in the future."

Maneesh Passan, ICT Project Manager
ICT Shared Service, Cambridgeshire Fire and Rescue Service

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"Kedron UK is unique in terms of its collaborative approach. It works in close partnership with customers throughout the planning, implementation and delivery phases, providing bespoke solutions tailored to individual requirements while equipping in-house teams with the knowledge, skills and expertise to ensure maximum value is extracted from the system."

Damien Oliver
Account Manager
KedronUK