



SolarWinds Takes Flight in the Aviation Industry, Providing Industry-Leading Scalability and Reliability

BUSINESS PROBLEM

The first terminal at Raleigh-Durham International Airport (RDU) opened in 1955. Since then, the airport has experienced tremendous growth, including two new terminals, a USO Center, three new parking decks and a new general aviation terminal. The airport is also opening a new passenger terminal in 2008.

Along with the airport's physical growth, the RDU Airport Authority has significantly expanded its technology infrastructure. The Airport Authority not only supports IT activities for its own 250-plus employees and several airport tenants, but it also provides support for the approximately 25,000 passengers per day that pass through its terminals.

NETWORK MANAGEMENT CHALLENGE

As RDU continues to grow, network management has become even more important. The RDU Airport Authority wanted a solution that could keep up with the organization's breadth of technologies that were under deployment, as well as the diversity of the users on the network. Although RDU's network is Cisco® based, it is a diverse network in terms of types of users with approximately 80 switches across eight buildings on the main network and a multi-VLAN redundant environment supporting a 40-plus server farm.

The requirements for a network management system to support an organization like RDU were unique. Not only would the system have to scale to meet the growth of an ever-changing network, but the system would also have to deliver:

- Quick implementation time
- Real-time alerting to wireless devices (pagers & cell phones)
- Zero network downtime with a reliable backup system
- Network mapping for quick and easy inventory of network devices to identify redundancy faults

Thanks to online tutorials and free 30-day evaluations of the products, it didn't take RDU long to decide on solutions from SolarWinds as the network management system for the Authority.

RDU Uses These SolarWinds Products To Manage Their Network:



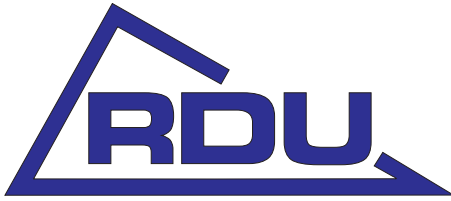
Orion Network Performance Monitor



Cirrus Configuration Manager



Engineer's Toolset



SOLUTION

RDU first selected SolarWinds Engineer's Toolset, a desktop application that performs deep root network analysis and diagnostics. RDU keeps it running on a dedicated machine at all times to track IP addresses that are accessing their virtual LANs. Previously, the IT staff was keeping track of these addresses manually in an Excel® spreadsheet — a time-consuming and error-prone process. Engineer's Toolset also integrates directly with Orion® Network Performance Monitor — the second SolarWinds solution purchased by RDU.

Orion is a comprehensive server-based fault, bandwidth and performance management application that allows users to view the real-time statistics and availability of their network from any Web browser. As such, Orion solved RDU's unique network management challenges.

For example, the IT department is responsible for supporting the network that hosts the Airport Authority's vehicle tracking system, but does not manage the end devices connected to the network. Orion allows the team to create a custom view of only the areas of the network for which they are responsible and then create separate user accounts and views for those individuals responsible for the actual devices. This way, individual users can be alerted to issues with devices for which they have responsibility and separate reports can be created for these issues, while using the same solution across the entire organization.

RDU also benefits from Orion's ability to offer:

- A custom MIB repository
- An automated alert engine for notification of network issues
- A powerful reporting engine for historical trending and data analysis

To complete its end-to-end solution, RDU added SolarWinds Cirrus Configuration Manager to its network management system. Cirrus is a network configuration and change management application that enables automation of routine and error-prone network configuration tasks including configuration backups, real-time change management, device inventory management and comprehensive policy management of network devices.

Although the Airport Authority has only been using Cirrus for a short time, it has already paid off ten fold according to network administrators. Recently, the IT staff had to make a configuration change across 65 switches. Typically, this would have taken the staff several hours to complete. But with Cirrus, the team entered the configuration script into a central location and the application made the configuration change to all 65 switches almost immediately.

RDU also relies on Cirrus to backup all of its device configurations every day and to roll back to a previous configuration in case of an authorized change to the network.

BUSINESS RESULTS

Together, a powerful combination of SolarWinds products has allowed RDU to do the job more efficiently, resulting in decreased downtime and increased customer service.

RDU relies on SolarWinds solutions to:

- Provide real-time status of network health
- Automatically keep track of thousands of IP addresses
- Send an alert the moment a network issue arises
- Allow other departments to keep track of their network devices via unique user accounts
- Provide reliable configuration rollouts and backups
- Reduce maintenance and operational costs within the IT organization and the Authority

For additional information, please contact SolarWinds at 866.530.8100 or visit us online at <http://www.SolarWinds.com>.

To locate an International reseller near you, visit http://www.solarwinds.com/partners/partner_locator.aspx

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