

The City of Pleasanton Saves Hours Daily with New Log Management Capabilities in WhatsUp Gold

CASE STUDY



INDUSTRY
State and Local Government

PRODUCT
Progress WhatsUp Gold

SUMMARY

The City of Pleasanton wanted to monitor its network for security threats, but its log management tool turned this into a frustrating process. WhatsUp Gold 2021 helps, bringing embedded log management capabilities to the network monitoring software.

Challenge

When it comes to IT departments, good things truly do come in small packages.

Point in case: the IT team that works diligently to support the networked infrastructure for the City of Pleasanton, California. From city hall to the police and fire department, Pleasanton's IT team plays a vital role in ensuring these mission-critical functions operate smoothly.

To improve the security of the city's expansive network infrastructure, the Pleasanton IT team wanted to use log data from its networked devices to identify deviations. However, the third-party syslog tool used to analyze these collected logs wasn't equipped to do the job effectively.

"Log management was a generous name for it," said Christopher Gerochi, IT Coordinator II, City of Pleasanton. "You still had to sift through the data manually to make sense of what was going. It was overwhelming just because we didn't know what to look for."

As an all-service IT department, keeping all the expertise in-house enables Pleasanton's 5-person IT team to better support the city. However, this log management challenge presented a huge problem—the data was necessary for SIEMs, but the team simply couldn't spend eight hours a day poring over the logs.

Solution

Pleasanton's IT team began looking for another solution. This revealed another challenge: many tools on the market didn't fit the team's needs. Either they were too simple and required a lot of leg work to get up and running, or they were too expensive and designed for a much larger team.

As a long-time Progress® WhatsUp Gold® user, the launch of WhatsUp Gold 2021 came at the perfect time. This release introduced an embedded Log Management add-on that empowers IT teams to monitor, filter, alert on, search and track trends across syslogs and

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Windows logs. This means Pleasanton’s IT team could sort through logs and make sense of what was going on.

Additionally, having this capability embedded directly within the network monitoring software (NMS) made all this information conveniently available in a single pane of glass. Compared to the third-party syslog tool, which had the Pleasanton IT team constantly switching between different software to analyze logs and diagnose network issues, this was a major relief.

“WhatsUp Gold 2021 is a huge jump for us in terms of log management,” Gerochi said. “With the NMS, NetFlow and log management in one place, we have all the information we need at our fingertips so we can act instantly.”

Results

While the addition of log management capabilities to WhatsUp Gold directly addressed an emerging challenge, the City of Pleasanton already saw immense benefits from using WhatsUp Gold.

About Progress

Progress (NASDAQ: PRGS) provides the leading products to develop, deploy and manage high-impact business applications. Our comprehensive product stack is designed to make technology teams more productive and enable organizations to accelerate the creation and delivery of strategic business applications, automate the process by which apps are configured, deployed and scaled, and make critical data and content more accessible and secure—leading to competitive differentiation and business success. Learn about Progress at www.progress.com or +1-800-477-6473.

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Monitoring more than 200 infrastructure devices and 1,200 endpoints, WhatsUp Gold enabled the city’s IT team to:

- **Uncover hidden network problems:** Having the status of the entire network accessible in one place enables the Pleasanton IT team to find issues that haven’t even been reported. This prevents them from growing into bigger disruptions down the line.
- **Respond to problems faster:** With integrated alert notifications, Pleasanton’s IT team can jump into action and start troubleshooting problems right away. And by customizing alerts to go to certain departments, even outside of IT, the right people are always in the loop.
- **Increase network transparency:** While Gerochi knows the ins and outs of Pleasanton’s network, his colleagues don’t. The WhatsUp Gold network map adds clarity with a clean visualization of the network.

“Having WhatsUp Gold is a lifesaver, it shows you what’s going on at a deep level,” Gerochi added. “My job would be a lot more frustrating if I didn’t have WhatsUp Gold to see things through.”

About the City of Pleasanton

Located in Alameda County, California, the City of Pleasanton (population 80,617) is a suburb in the East Bay region of the Bay Area.



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