

# NordCom Gains the Equivalent of an Overnight Network Monitoring Team with WhatsUp Gold

CASE STUDY



**INDUSTRY**  
Transportation and Logistics

**PRODUCT**  
Progress WhatsUp Gold

## SUMMARY

The transportation industry is a 24/7 business, which presented a challenge for NordCom's lean IT team that only had the resources to operate during conventional business hours. With WhatsUp Gold, however, the company was better able to monitor its network overnight and respond to problems as they appeared.

## Challenge

Digital transformation has changed the face of many industries over the last 15 years, transportation and logistics included. NordCom is the trusted technology partner that companies and public administration entities in this space rely on to help solve these digital needs.

Working with businesses across Europe for the past 15 years, NordCom has developed a variety of solutions dedicated to driving innovation across the transportation and logistics landscape. This spans everything from tailor-made mobile solutions for facilitating operational activities, to digital payment and ticketing systems.

With so many solutions geared toward ensuring round-the-clock operational excellence, NordCom's network infrastructure plays a critical role in guaranteeing optimal performance. While downtime and service outages are problematic in any industry, they are particularly disruptive in the transportation space, which operates 24/7.

## Solution

With more than 200 devices to monitor, NordCom needed a better way to get complete visibility into the performance of its network infrastructure. While the company did have some network and systems management capabilities with HP OpenView, it was simply too much effort to expand and maintain given NordCom's rapidly evolving network.

After evaluating the network monitoring landscape, NordCom decided to go with Progress® WhatsUp Gold®. WhatsUp Gold offers comprehensive network monitoring capabilities, enabling NordCom's team of eight internal admins and three external consultants to effectively manage and monitor the organization's extensive network.

NordCom was able to further improve the WhatsUp Gold implementation by using WhatsUp Companion, a plugin developed by Orsenna. WhatsUp Companion extends monitoring capabilities with an additional 21 active monitors and 9 performance monitors out of the box.

**“We were considering hiring 24-hour monitoring personnel, but now WhatsUp Gold does the job for us.”**

**Lodovico Bertolini**  
System & Network Area  
Manager, NordCom

**“With WhatsUp Gold, we can really do everything we want, and that’s key to helping us deliver more value to our customers.”**

**Lodovico Bertolini**  
System & Network Area Manager, NordCom

Initially, WhatsUp Gold was used exclusively to manage the network infrastructure—network equipment, servers, operating systems, etc. But recently, WhatsUp Gold has also been shared with the development team in order to better monitor mission-critical applications - including one application that tracks the location of trains.

## Results

As a 24/7 industry, NordCom must be able to respond to network performance issues quickly to ensure the success of its customers. However, the company didn’t have the personnel or resources to monitor the network 24/7. If there was an outage or downtime off business hours, the IT team wouldn’t know until the next day.

WhatsUp Gold plays a critical role in helping NordCom solve that problem and deliver better service to customers.

“With WhatsUp Gold, we can have on-call people who get SMS notifications during the night if systems go down

so we can respond quickly,” explained Lodovico Bertolini, System & Network Area Manager, NordCom. “This means our customers don’t have to wait until the morning for us to resolve issues, which is ideal since many of our customers rely on our systems to do their work.”

Beyond keeping customers satisfied, this also translates into direct cost savings.

“We were considering hiring 24-hour monitoring personnel, but now WhatsUp Gold does the job for us,” said Bertolini. “And while we prefer to handle the corrective action ourselves once we get the notification, we do use WhatsUp Gold’s ‘self-healing’ capabilities to restart some critical services automatically to save even more time.”

“With WhatsUp Gold, we can really do everything we want, and that’s key to helping us deliver more value to our customers,” Bertolini added.

## About NordCom

NordCom is a digital company with customized solutions that has been operating side by side with transport companies and public administration entities for more than 15 years to win the digitalization challenge. We respond to the need for innovation by lending our digital expertise to companies operating in the world of mobility.







**Learn More:**  
[www.whatsupgold.com](http://www.whatsupgold.com)

### About Progress

Progress (NASDAQ: PRG) 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](http://www.progress.com) or +1-800-477-6473.

© 2020 Progress Software Corporation and/or its subsidiaries or affiliates. All rights reserved. Rev 2020/11 | RITM0098093

### Find us on:

-  [facebook.com/progresssw](https://facebook.com/progresssw)
-  [twitter.com/progresssw](https://twitter.com/progresssw)
-  [youtube.com/progresssw](https://youtube.com/progresssw)
-  [linkedin.com/company/progress-software](https://linkedin.com/company/progress-software)