

WhatsUp® Gold Helps Changan Ford Monitor IT Infrastructure, Supporting Its Fast Growing Business

CASE STUDY



INDUSTRY
Manufacturing

PRODUCT
WhatsUp Gold

SUMMARY
Progress WhatsUp Gold helped Changan Ford monitor its IT infrastructure while supporting its fast growing business. The IT team can see real time application status and what's up and what's down in order to address (and fix) problems before impacting the bottom line.

Founded in 2001, Changan Ford is headquartered in Chongqing, China, with seven factories distributed in Chongqing, Hangzhou and Harbin. The company's new vehicle shipment is expected to hit a new high this year. As a fast growing business, the company has continued to expand its IT infrastructure to support new application systems for production and business operation.

The business growth and introduction of new applications of Changan Ford has prompted the company to expand the number of its network devices from 700 to more than 1,700 while transitioning from physical IT to virtualization and public cloud, leading to an increase in the size and complexity of its data center. WhatsUp Gold network monitoring software is improving the company's network visibility, control and troubleshooting capabilities with its powerful and intuitive visualization and dynamic mapping technology while allowing Changan Ford's IT infrastructure team, which consists of only 20 or so employees, to easily manage the data center. The software also provides an outstanding value with a low cost of ownership in both budget and management time.

"An hour of production line downtime will cause us significant loss, so ensuring the reliability of the manufacturing process is critical," said Xie Linjun, IT Engineer of Changan Ford. "WhatsUp Gold sends pre-alerts on potential issues to help us solve the problems in advance. Now production downtime caused by system failures has dropped by 50 percent."

Migrate to Automated Management

When procuring new equipment, Changan Ford referred to a list of suggested products provided by its parent company, Ford and selected WhatsUp Gold along with another free tool for evaluation. They spent three months testing these two solutions in a real-world environment by using them to monitor 800 servers and network devices.

"WhatsUp Gold demonstrated the best performance that met our surveillance and business requirements," said Xie Linjun. "It only took us two months to install, test and run the solution. Now IT can monitor the devices anytime without going to the server room. We don't need to increase manpower even if the amount of equipment doubles. In addition, managing routine work is much easier."

Management Across Physical, Virtual and Cloud Environments

In line with business growth, Changan Ford has implemented new application systems, including productivity tools such as Know How applications and non-productivity tools such as human resources and attendance systems. Besides new servers and network equipment, the company also built a VMware virtualization environment.

Virtualization is one of the most commonly used functions for IT. The VMware virtualization environment built in 2014 was Changan Ford's first choice when introducing new application systems. Currently, the company runs dozens of application systems on 100 virtual machines such as the Dealer Management System, an important non-productivity system.

In 2015, Changan Ford started to connect external application systems such as the Ford Club and the used-car trading platform via public cloud. WhatsUp Gold's cloud monitoring enables the company to manage Microsoft Azure directly. Therefore, the company can manage physical hosts, virtual machines and public cloud at the same time with one tool.

IT has benefited the most from WhatsUp Gold in terms of workforce allocation. In the past, IT has had to work night shifts based on the factory's production schedule. They had to be available as long as the factory was in operation. Even during the closure of the factory which was from Sunday night to Monday morning, they still needed to maintain the systems. They had to race with time when running program patches or rebooting the systems. Now they no longer need to work on shift as they can receive real-time alerts via email at home while tracking and solving problems remotely.

Efficient Real-time Monitoring and Remote Management

WhatsUp Gold provides granular monitoring. Once the threshold value of a monitored parameter is specified, it sends an alert when the actual value of the monitored parameter exceeds the threshold value. Therefore, IT can check the application systems before they break down and solve problems in advance, thereby significantly reducing unexpected downtime and sequential impact.

WhatsUp Gold also provides easy-to-read reports with comprehensive information. Before implementing WhatsUp Gold, IT had to spend one to two days creating a monthly statistical report manually by acquiring data from each host. Now the latest report and statistics can be generated automatically in real time. IT looks into the information using scripts to provide key information for the application team. For example, they understand the performance of a server during a specific period of time, clarify the accountability of infrastructure and application problems rapidly, and discover and solve problems immediately.

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XIE LINJUN,
IT ENGINEER OF CHANGAN FORD

The growing number of new application systems has led to higher bandwidth demand. Hence, Changan Ford has been evaluating WhatsUp Gold's Network Traffic Analysis module which not only monitors system operations but also enhances IT's data aggregation and analysis capabilities.

“WhatsUp Gold allows us to get hold of system performance anytime, anywhere,” said Xie Linjun. “By responding to system problems in real time or in advance, we ensure optimal system performance and smooth workflow within the departments.”



For a Free Trial Please Visit:
whatsupgold.com/trial

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 we have a deep commitment to the open source community. With Progress, organizations can 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. Over 1,700 independent software vendors, 100,000+ enterprise customers, and a three-million-strong developer community rely on Progress to power their applications. Learn about Progress at www.progress.com or +1-800-477-6473.

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