

Klein Steel Uses WhatsUp Gold to Save Time and Effort During Network Outages

CASE STUDY



INDUSTRY
Manufacturing

PRODUCT
Progress WhatsUp Gold

SUMMARY

Klein Steel was in need of a network monitoring tool to not only keep track of the computers in their offices, but to monitor the overall health of their steel-cutting machines. With so many devices in their facilities, uptime was critical. WhatsUp Gold enabled the IT team at Klein Steel to monitor the network for any outages across the five facilities, as well as mitigate problems workers may have with internal systems. Additionally, WhatsUp Gold gave IT insight into what resources were required for their remote workers.

“The thing that I love about WhatsUp Gold is being able to put an image on the screen and put a dot or a reference to a device or a machine, or a router or whatever. Put that on the picture so that my NOC view shows what the situation actually looks like.”

Rob Smura,
Sr. Systems Administrator,
Klein Steel

Challenge

Klein Steel is a large steel service center located in upstate New York. The company focuses on processing and selling steel to manufacturers across the country. In their five facilities throughout Buffalo, Rochester and Syracuse, there are multiple distinct machines that cut and process the steel. These include high-powered lasers, 87,000 PSI waterjets, plasma cutters and various sawing, drilling, shearing and machining systems.

Klein Steel relies heavily on its network, for both the machines cutting the steel and the 200 employees; continuous functionality is critical. However, the company lacked a network monitoring solution in its IT arsenal. The IT team was always taking calls from the facility workers to fix minor problems. Klein Steel required a monitoring solution that could reduce the need for constant phone calls or IT service tickets.

Rob Smura, Sr. Systems Administrator at Klein Steel, knows the ins and outs of Progress® WhatsUp® Gold’s network monitoring capabilities. In fact, he had been a WhatsUp Gold customer long before he joined Klein Steel and knew how effective its network monitoring capabilities could be for the company’s five facilities.

Solution

Klein Steel began leveraging WhatsUp Gold to manage and monitor the network for the inventory system and all the high-powered devices that cut and process the steel.

Using the Custom Maps feature on WhatsUp Gold, Smura created a New York state map and pinpointed each facility location. For each facility, he could list the devices, servers and machines and keep track of the health of each one at a glance. If he needed to know which facility and which device needed updating, Smura now has a reference. For the record, he also considers this the “standout feature” of the platform.

“The thing that I love about WhatsUp Gold is being able to put an image on the screen and put a dot or a reference to a device or a machine, or a router,” said Smura. “Put that on the picture so that my NOC view shows what the situation actually looks like.”

“I took a network that had literally hundreds of single points of failure, and we now have one single point of failure. Mostly through using WhatsUp Gold to monitor things and showing reports of what goes down, when it goes down and why it goes down.”

Rob Smura,
Sr. Systems Administrator, Klein Steel

Another component of WhatsUp Gold proven to be helpful is the SMS text alerting. Throughout one workday, Smura could receive up to six texts regarding the status of the network, even if nothing went wrong. This proactive monitoring helped Smura find and fix network issues before they impacted his end users.

Results

Previously, WhatsUp Gold assisted Klein Steel with regulatory compliances with manufacturing, selling, and delivering the steel. While Klein is no longer subject to those regulations, WhatsUp Gold is still being used to monitor the network health of its inventory system.

It also reduces the amount of time spent on specific projects and has given Smura a better look at various issues he could not see before. One present-day insight that WhatsUp

Gold gave Smura is how many resources he would require for remote workers. At the onset of the COVID-19 pandemic, Smura worked in Klein's Rochester office and determined how much RAM and CPU to use per remote employee.

The addition of SMS text notifications has helped Smura and his company immensely as well. This was demonstrated recently during an incident at one of Klein Steel's facilities. Contractors were changing out air conditioners and accidentally spilled water on one of the servers, causing all the devices in the building to stop working. Smura became aware of this severe outage as WhatsUp Gold notified him long before he walked into the office that morning. Even the task of getting the systems back up was going to take a while. Thanks to WhatsUp Gold, Smura could easily switch over the equipment and bring it back to normal, instead of having to spend thousands of hours and thousands of dollars getting it replaced.

From now on, Smura and the rest of his team are happy to know that WhatsUp Gold will be in their corner for a long, long time. Especially if the A/C leaks again.

About Klein Steel

Klein Steel is the premier distributor and processor of metals with customers all over the US. We carry over 3,500 lines of inventory in four Upstate New York warehouses, including a modern, state-of-the-art 210,000 square-foot facility in Rochester NY. To learn more visit www.kleinsteel.com






[Click here to learn how WhatsUp Gold can help you.](#)

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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