Progress® WhatsUp® Gold

Bechtle Leverages WhatsUp Gold to Monitor 3,000 Client Machines and Never Miss A New Device

CASE STUDY

INDUSTRY
Information Technology

PRODUCT
Progress WhatsUp Gold

SUMMARY
German MSP Bechtle IT System House Bonn/Cologne has been a longtime customer of WhatsUp Gold, but found that sometimes clients didn't alert them that new devices needed to be monitored, or firewalls would block automatic scans from picking them up. With innovative automation using the WhatsUp Gold REST API, Bechtle found a solution to this problem.

> "WhatsUp Gold has a great interface, is easy to use, and provides a bulletproof way to monitor the devices on our customers networks. We do not miss a device. It is a critical part of our business."
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> **Janus Dyckhoff**
> System Engineer,
> Bechtle IT System House
> Bonn/Cologne

Challenge

Bechtle IT System House Bonn/Cologne is a longtime WhatsUp® Gold customer that had used the solution for nine years to monitor 3,000 machines in client environments. They found that when clients added new devices to their network, they would assume that they were automatically being monitored. While there is a way to schedule automatic scans of the network environment to get new devices onto WhatsUp Gold, not every customer wants network scans performed, and firewalls between the WhatsUp Gold server and the new device can prevent them from being picked up as well. Currently, comparing IP addresses from the asset database to the WhatsUp Gold database and then alerting the customer to any devices that are not being monitored to see if they should be added is a completely manual process.

As Janus Dyckhoff, System Engineer at Bechtle IT System House Bonn/Cologne, explained, "It's very important that every asset that has an IP is monitored, but if we are not informed of new devices or firewalls between the WhatsUp Gold server and the new device block them from being picked up in automatic scans, they won't be monitored. That's why we suggest using the REST API to compare the customer database to the asset database automatically."

Solution

Dyckhoff came up with an innovative solution using the WhatsUp Gold REST API. He created a script to automatically compare the asset database of the customer with the devices that are monitored by WhatsUp Gold. Since customers have different asset databases, there is a need for the data to be consistent for comparison. Because of this, the script works in modules. This would allow the delta between what is in the environment and what is being monitored to be easily identified, and then allow Bechtle to alert their clients when there are devices that are not being monitored.

In order to find out what assets are missing from the monitoring, a serial number for each asset (a flag or an IP) would be assigned to mark all network devices that should be monitored. The Asset Crawler would get the data from the different asset systems via the API or database. The WhatsUp Gold Crawler would get the information for each asset that is currently being monitored (as it knows at least the IP of every device). If a device is not being

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do not miss a device. When new employees get introduced to WhatsUp Gold, after a five-minute demo of how to put devices into maintenance, they get it. It is a critical part of our business as it would be a big problem to monitor all of the devices we manage so quickly without it."

Using the script to automate the location of new devices that may be in network blind spots helps Bechtle provide enhanced customer service to its clients and ensures that a lack of information from customers doesn't lead to network issues. This innovative use case of the REST API made Bechtle IT System House Bonn/Cologne a winner in the WhatsUp Gold REST API Contest.

monitored, an API request would query the attributes of the device and compare it to any information in the client's asset database. The Comparer uses all the data from the crawlers to compare if there is a device from the asset database missing in WhatsUp Gold. If so, customers would be alerted by email and if they don't want that device monitored, a no monitor flag or "ignore list" would be created.

Results

Speaking to the benefits of using WhatsUp Gold in general for monitoring their clients' networks, Dyckhoff said, "WhatsUp Gold has a great interface, is easy to use, and provides a bulletproof way to monitor the devices and keep track of what's going on with our customers networks. We

About Bechtle

Bechtle IT System House Bonn/Cologne is part of the Bechtle Group. Bechtle is one of Europe's leading IT providers, with some 80 system houses in Germany, Austria and Switzerland as well as 24 e-commerce subsidiaries in 14 European countries. Founded in 1983, the company is headquartered in the southern German town of Neckarsulm and currently employs over 12,000 people. Bechtle provides more than 70,000 customers from the industrial, trade, financial and public sectors with a comprehensive, vendor-neutral portfolio that covers all aspects of IT infrastructure and operation.

→ **Find out** if any assets are missing from your network monitoring with Progress WhatsUp Gold

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