

## Co-operative Bank PLC sees major returns using WhatsUp Gold

**C**o-operative Bank PLC, one of the oldest banks in the United Kingdom, has implemented Ipswitch's WhatsUp Gold to ensure that financial dealing rooms (the trading floor) remain online at all times.

"Dealers rely on real-time market data and a stable trading platform to be able to trade effectively," explained Toby Masson from the Co-Operative Bank. "Unavailability of systems or inconsistency of data can result in heavy monetary losses."

The Co-operative Bank uses WhatsUp Gold to monitor the status of the systems in and around the bank's dealing room 24/7. Via a Web interface, WhatsUp Gold also oversees the status of key services on the dealers' workstations, the availability of NT servers, the status and process tables of a complex set-up of Sun Microsystems servers, and the number of users logging into the trading systems.

WhatsUp Gold is a mapping, monitoring, notification, and reporting software solution that provides a detailed view of a network to help network administrators better understand and manage network resources. When a device or service is down, it sends an alarm via e-mail, pager, desktop, or voice so that corrective actions may be taken with minimal interruption of service.

If problems arise, Masson is alerted by alarms and Windows pop-up messages. After hours, he is kept up-to-date via SMS messages to his mobile phone. "Through implementing WhatsUp Gold, I gained a cost-effective solution for monitoring and managing my entire environment, said Masson. "My team is responsible for several mission-critical applications that run over a complex system architecture. WhatsUp Gold gives me the ability to see, at a glance, if any problems exist anywhere on the network and have the opportunity to rectify them before the users even notice."

Benefits for Masson and his team at the Co-operative Bank have included timely resolution of network and system problems, logical system mapping, and reliable technical support from Ipswitch. All of this has aided the planned expansion and improvement of the network. "We are planning to expand our NT server farm to provide an even more robust platform for some of our applications and to expand our dealer room. I'm sure that WhatsUp Gold will continue to help us get the most out of our system for years to come," said Masson.

Monitoring the network to prevent problems from occurring, and making it easier for Masson to resolve problems, means that Masson has more time to spend on other projects. "WhatsUp Gold only cost us a fraction of the price of some 'big name' network management products, and due to its user friendliness, it was tested, installed, fully configured, and rolled out in just a few days," concluded Masson.

