



CASE STUDY BALLAST NEDAM

On a construction site, many companies work together towards a common goal. They need an integrated IT infrastructure to communicate and collaborate. As construction projects evolve, the companies that access the IT infrastructure come and go as their participation changes. The result is a widely distributed, dynamic IT environment – one that is always changing, and providing new challenges.



Overview

Ballast Nedam ICT provides IT infrastructure for more than 50 construction sites, each with their own servers, computers and networking components. At each of these sites, there is a physical server that houses two virtual machines. In addition, there are another 100 sites without servers that require network connectivity and ongoing management.

Ballast Nedam ICT has been using Martello's Live Maps to gather as much information as possible when there is a problem on one of the 50 server sites.

The Challenge

SCOM provides the alerting and notification infrastructure, but Martello has been a critical piece of the Ballast Nedam SCOM environment since day one as part of the enterprise rollout.

Why SCOM and Martello? Quite simply, at the pace of business accelerated in recent years and Ballast Nedam ICT could not afford to have down time. Ten years ago, there used to be a scheduled construction holiday that everyone took off so they could do maintenance during that time. That holiday does not exist for ICT anymore.

Today, 24/7/365 uptime is an expectation as more people are working remotely.



The Solution

Martello gives Ballast Nedam ICT the visibility they need to support this unique work environment. The company uses a large wall display with a Live Map so that staff can see the status of the entire network at a glance. Most importantly, the map helps them instantly see sites that are having issues.

SCOM lets them be proactive by setting thresholds for resources such as disk space, processor utilization and more; they can be alerted of pending issues before they become problems. Icons on the Live Maps screen start to turn red when thresholds are reached. This means that if a server is running out of disk space, they will find out before people start complaining that they can't save files.

While the same information is available in SCOM, Martello's solution makes it easier and quicker to drill down to the real problem, and therefore solve it. For example, ICT can have multiple views, such as a screen showing servers grouped by the applications they support (Sharepoint, Outlook, etc.) thereby giving them a view of the health of the business applications within the enterprise.

Conclusion

Martello puts Ballast Nedam ICT in proactive control of a highly dynamic, fast-paced IT network that results in no surprises and no unplanned outages. They are able to manage a distributed IT infrastructure in real time, which enables their company to succeed.

"Martello can help even if there is no problem because it puts you in control – directly see changes and problems in the environment as they happen and before end users are impacted."

Hendrik Heerema, IT Manager

About Martello

Founded in 2009, Martello Technologies is headquartered in Ottawa, Canada with staff in Canada, the Netherlands, the United States and France. We offer solutions that deliver confidence in the performance of real-time services on cloud and enterprise networks. Our products include unified communications (UC) performance management software, IT systems visualization software and SD-WAN technology.