

Williams

COMPANY OVERVIEW

- **Industry:** Education
- **Location:** Berkshires, MA
- **Expenditures:** \$170M+
- **Students & Staff:** 2,900
- **Website:** www.williams.edu

CHALLENGE

- Ensure the needs of the college are met across 19 public computer labs, 60 electronic classrooms, four media studios and wireless/wired network access campus-wide for students and staff
- System alarms had staff making routine midnight trips into the office to investigate/validate critical alarms
- Configuration of sniffer tools taking far too much time, alarms going un-validated and overall performance slipping

SOLUTION

- Xangati provided live to-the-second visibility into everything on and using the network

BUSINESS RESULTS

- Overall system health validated in seconds
- Alarms investigated/validated in seconds
- Midnight office trips a rarity
- Sniffer configuration time saved lowered turnover, costs, and improved service

Overview

Williams College covers over 3,350 acres for its campus and outlying areas on which over 100 academic, athletic and residential buildings are supported including a dance center, four libraries, an observatory and an art museum.

Williams Office for Information Technology provides computer services, equipment, and infrastructure to serve the academic and administrative needs of the college.

Virtually every room on campus has both wired and wireless access to central systems, servers and the Internet. About 70,000 emails are delivered daily and 750,000 rejected for spam and viruses. PeopleSoft suite from Oracle is the primary administrative system for office and student self-service.

Business Challenge: Get in front of escalating alarms, declining system availability and almost daily office visits - between midnight and 6am.

Office for Information Technology staff received hundreds of system alarms and alerts each day from intrusion detection and monitoring systems. Investigating each alarm was becoming impossible as entire days were spent configuring and re-configuring sniffer tools to validate problems and problem resolution.

Midnight office trips were becoming the norm to ensure systems were up and running for morning classes – as only so much troubleshooting could be done remotely. The situation had to improve.

Solution: Xangati

Xangati's non-intrusive appliance installed in minutes and provided live, to-the-second visibility into all networked communications – or live visibility into all communications between anything on or using the network. Investigating an alarm became simple – type in the IP address and a real-time view of what that device was doing came into view. Did one backup fail or did all fail? Is the problem with one user or multiple users? With Xangati, Williams College can validate everything is working as it should be in seconds whether they are in the office or accessing Xangati from home in the middle of the night. By looking at the Xangati Dashboard where all activity is shown live – *to-the-second live* – a quick glance tells staff that everything is as it should be. To learn more, visit us at www.xangati.com.