ExclamationSOFT

Monitoring is Key for Complex Web Architectures

In today's connected world, real-time collaboration and communications is simply expected from world-class companies. Successful companies ensure collaboration across their entire value chain, between themselves, their partners and their customers. And while communications delivered through intranets and extranets offer tremendous business value, their inherent complexity also bring a level of anxiety to the IT managers who must ensure their systems are online and available and meeting service level agreements. For Lockheed Martin, those worries were relieved by ExclamationSoft's WebWatchBot.
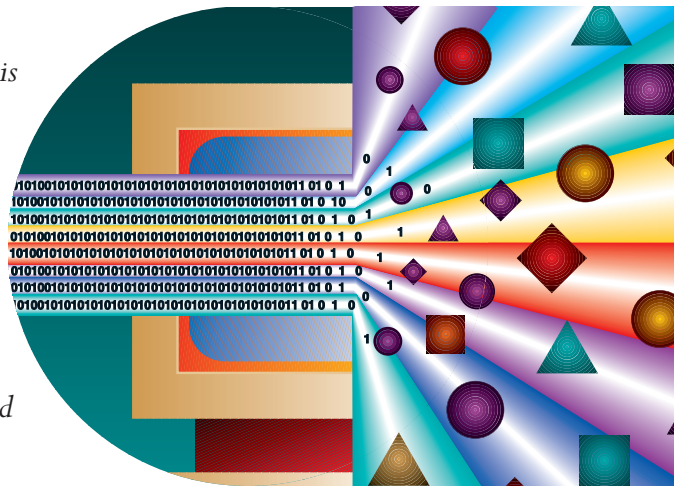
CUSTOMER SPOTLIGHT:
Lockheed Martin Integrated Systems and Services, Gaithersburg, MD

Challenge Ensuring availability for complex collaboration and communications infrastructure

Solution WebWatchBot Enterprise Version from ExclamationSoft

A global leader in advanced technologies such as aeronautics, electronics, and space systems, Lockheed Martin has more than 130,000 employees worldwide and has more than $35 billion in revenues. The company's Integrated Systems and Services (IS&S) business unit deals mostly with Government contracts and constitutes about one sixth of the company. IS&S has nearly 25,000 employees and hundreds of outside vendors and suppliers around the world.

Brad Birth, lead engineer with the in-house "EIS" IT Infrastructure Department within Lockheed Martin, supporting the IS&S Business Area, explained the critical nature of the web-based intranet projects his group manages. He noted that engineers from around the globe utilize Lockheed Martin's infrastructure to work on government programs and projects. "We support the collaboration and communication for thousands of engineers and other professionals working on hundreds of projects throughout our organization," Brad said. "Our extranet services are a crucial component of the collaboration we enable." Lockheed Martin utilizes applications such as Coldfusion, Java, .NET and ASP with collaboration tools such as Livelink, Sharepoint, and Doors—all of which have requirements for monitoring that are satisfied by WebWatchBot.

The company's complex infrastructure—founded primarily on Windows 2000 and 2003—is very application-driven, with applications like Java, ASP and ColdFusion used heavily around the organization. The challenge of managing and monitoring the company's web services fell on Brad and the EIS group. With applications so heavily dependent on web services, the group began a full search for an advanced web infrastructure monitoring solution to help ensure availability and uptime.

Complex infrastructures call for advanced monitoring solutions

Brad noted the team's short list of requirements was very specific. "In order to provide the availability and service levels our teams expected, we required advanced monitoring and notification of problems or exposures that could threaten our availability, so that we could take corrective action before it impacted our user experience," he said. "Standard monitoring tools simply don't provide the level of monitoring, notification and analysis we require."

At the end of a search and evaluation that included more than a dozen products, the team recommended WebWatchBot from ExclamationSoft. Throughout the

evaluation and piloting phase, Brad noted WebWatchBot offered the best combination of technology, price performance, ease of use and overall value. "WebWatchBot struck us as one of the most mature products we saw in the monitoring category," he explained.

Brad pointed to several reasons why Lockheed Martin chose WebWatchBot for its web monitoring. "Very few monitoring solutions we looked at could monitor the response times and the underlying functionality of our critical web application engines," he said. "The solutions from large software companies either didn't have the capabilities to monitor web services, or were far too expensive to provide the ROI we required."

WebWatchBot's advanced reporting and charting functionality also factored into the evaluation group's decision. The Dashboard feature in the Enterprise Version of WebWatchBot that provides a comprehensive view of availability conditions and server health status was a big advantage for Lockheed Martin. "The historical analysis of response times showing long term trends or spikes truly helps us justify our WebWatchBot purchase throughout the organization," Brad said. "In addition, email alerts can actually save us downtime costs by notifying us about a wide range of reports and conditions that threaten our availability."

Since Lockheed Martin's initial implementation of WebWatchBot on a few critical servers, the company has expanded its use to nearly 25 sites. "The reporting and charting functionality have gone a long way to helping us justify our decision to use WebWatchBot", Brad said, noting that future plans call for including up to 100 sites under WebWatchBot. "As project managers and engineers around the company hear about our results, they are eager to monitor their own sites with WebWatchBot."

According to Brad, the technological benefits of WebWatchBot are supplemented by the hands-on approach to customer service delivered by the ExclamationSoft team. "ExclamationSoft has been extremely responsive to my questions and requests, and has helped maximize my use of WebWatchBot," Brad said. He concluded, "WebWatchBot has truly earned its stripes in Lockheed Martin's complex web services infrastructure." **ES**

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