

## SOUTHAMPTON UNIVERSITY HOSPITALS

Teneo Helps Southampton University Hospitals NHS Trust Monitor And Manage A Large Distributed Network Architecture



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*Ryan Hewitt*  
Network Manager  
Southampton University Hospitals NHS Trust

### Southampton University Hospitals NHS Trust

Southampton University Hospitals NHS Trust primarily serves the 540,000 population of Southampton and South West Hampshire Health Authority. It also provides specialist services such as neurosciences and cardiothoracic surgery, specialist paediatrics and cancer care across central southern England. It has over 5,000 users all with Cisco 450 Nodes which are managed by Ryan Hewitt, the Network Manager plus three other members of the network team.

#### The Challenge

Southampton University Hospitals NHS was looking for a cost effective replacement for HP Open View that was easier to use than Cisco Works. Time was being spent fire fighting and operating in a purely reactive way because Cisco Works didn't send alerts straight away. Often a call from a user would reach the IT team before the actual alert. Ryan Hewitt, Network Manager and his team were in the process of implementing one of the largest wireless networks in the country and needed a tool that was effective, reliable and capable of monitoring a large network. Ryan needed an interface for the helpdesk with both a simple view and a server view for the server team.

#### The Solution

Castle Rock SNMPC and Plixer Scrutinizer deployed and supported by Teneo.

#### The Benefits

SNMPC and Scrutinizer are easy to use, detailed and reliable. Southampton now has a totally scalable solution which is capable of monitoring a large distributed architecture. It is now possible to pinpoint easily exactly what is going wrong and sort out the problems quickly and efficiently before users even know there is a problem.

#### The Experience

“Scrutinizer gives granular insights into what is happening on the LAN, detailing the top talkers and what they are doing. This allows us to intercept traffic, spot bottlenecks and address issues. It gives us a high degree of visibility enabling us to plan and meet forthcoming trends.”

“If things go wrong they get fixed quicker. It is fantastically simple and easy to use.”

“In any large campus environment being as proactive as possible is a benefit. Scrutinizer and SNMPC have given us traffic light ability with immediate alerts so we can be more proactive.”

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