

# Australian Design Firm Irwinconsult Draws on SolarWinds for Network Management

**Irwinconsult is one of Australia's leading engineering consultants for building design and construction specializing in high-profile commercial, residential and institutional projects throughout Australia and Asia.**

The company was founded in 1953 after Bill Irwin, with architects Peter McIntyre, Kevin Borland, John and Phyllis Murphy, won the design competition for the Melbourne Olympic Pool. Other landmark projects quickly followed such as the Academy of Science Dome, the Sidney Myer Music Bowl, and BHP House in Melbourne. The designs featured modern solutions and new engineering thinking which has continued from the company's beginning through to today.

Some of their more recent award-winning work is showcased at the Toyota national headquarters, Australian Wildlife Centre and Heide Museum of Modern Art, to name a few.

## Business Problem

Business was on the rise, but that meant new and greater challenges for Irwinconsult's two-person IT team. With its two office locations separated by nearly 2,000 miles — from one end of Australia in Darwin to the other in Melbourne — and a staff of 100+ employees to support, the team needed to be in two places at once to manage and monitor the company's growing, distributed network.

"Our network has become bigger and more complex, and increasingly hard to monitor. When my manager planned to take vacation earlier this year leaving me to take care of things on my own, we took the opportunity to invest in a network management strategy," said Luisa Umber, Irwinconsult IT support.

Since most of Irwinconsult's network is in Melbourne with the Darwin office connecting over a WAN, the IT team needed a comprehensive network management solution that could give them visibility as if they were physically there and that could make monitoring easier, faster and more effective.

## Solution:

### **SolarWinds Recommended by Peers, Irwinconsult Benefits with Proven Results**

After an industry peer recommended SolarWinds, Irwinconsult deployed SolarWinds Orion Network Performance Monitor (NPM) and Orion Application Performance Monitor (APM) to proactively alert and diagnose potential problems before they became disruptive to users.

"We previously used the free product Spiceworks, which was useful for keeping inventory of desktop software and monitoring what users install, but it didn't have the robust capabilities we wanted for server monitoring. We turned to SolarWinds after their solutions came highly recommended, exceeded our requirements and were easy to configure and install," said Umber.

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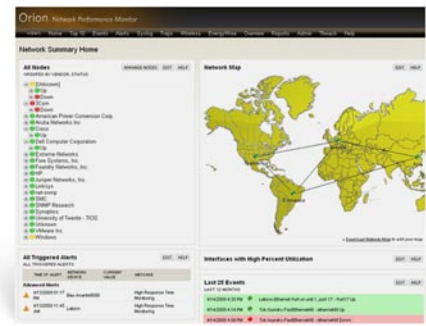
## Orion NPM

With Orion NPM, Irwinconsult is able to quickly detect, diagnose, and resolve network outages and performance issues keeping them one step ahead before problems impact users. It offers at-a-glance insight into their network, ensuring the team they have the critical information they need to keep irwinconsult's network well-managed.

## Orion APM

Orion APM provided powerful monitoring, alerting and reporting capabilities for the team's applications and servers. Before, if a server or application went down the team often didn't find out until users reported a problem. Now, if anything goes down, they find out right away via an e-mail alert, and can act on it fast. Orion APM is also useful as remote support for the team. When Internet access dropped off over one weekend, the team was able to see exactly which service had stopped, and was able to restart it remotely, saving a trip into the office and avoiding frustrated employees.

Plus, as a module of NPM, the team benefits from application monitoring data alongside comprehensive network performance information, giving irwinconsult a complete picture of their network health that is intuitive, unified and easy to understand.



“Overall, we’ve been very pleased with SolarWinds. Since adopting the products we’ve benefited from time saved, reduced disruption, more detailed knowledge of the network and we can now seamlessly manage the network with one person, if necessary,” — Luisa Umber, Irwinconsult IT support

## Network Management Simplified

Designed by network engineers for network engineers

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to more than 90,000 customers worldwide — from Fortune 500 enterprises to small businesses. Focused on the real-world needs of IT professionals, SolarWinds products are downloadable, easy to use and maintain, and provide the power, scale, and flexibility needed to manage today's complex IT environments. SolarWinds' growing online community, thwack, is a gathering-place for problem-solving, technology-sharing, and participating in product development for all of SolarWinds' products.

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