

# KODAK Gallery Zooms in on Network Issues with SolarWinds Orion

KODAK Gallery, [www.KODAKgallery.com](http://www.KODAKgallery.com), is an online photo service designed for sharing KODAK MOMENTS: a complete online photo service where people can share and manage their images, get high quality KODAK Prints and create personalized photo products in minutes.

KODAK Gallery provides easy to use tools and great quality products to help people express their individuality and creativity and stay connected to the people they care about from preserving and sharing to personalization and printing.

## Network Management Challenge

Consumers are taking pictures with a multitude of devices including their iPhones and up until now, those pictures have been scattered in many different locations. With KODAK Gallery, pictures are conveniently stored in one central location so people can share them, as well as create photo keepsakes that will last over time.

To keep up with worldwide demand and growing affinity to create and share online photo albums, KODAK Gallery relies on more than one thousand servers to run a business built on the dependability of 24x7 connectivity.

“We have millions of page views a day. From a network operations perspective, the key to success in a high volume network is to be as proactive as possible, which requires the right set of monitoring tools that are intuitive and customizable,” said Steven Hirata, director of technical operations, Kodak Imaging Network, Inc.

With no time for downtime, KODAK Gallery needed a reliable network management solution to monitor and maintain a reliable e-commerce service to its 75+ million members and billions of pictures in their care.

## CLIENT STATISTICS

75+ million members

Manage 1,000+ servers

24x7 connectivity required

“Orion NPM has afforded us quicker response time from both proactive and reactive events, cutting resolution time and saving lost revenue and avoided customer frustration. We now have the visibility into the network and its devices to maintain a healthy production system,” said Hirata.

## Solution — Orion® Network Performance Monitor

KODAK Gallery uses several network management solutions, but was looking for a single solution that satisfied most of their requirements and that was more specific to what network engineers look for to evaluate the overall health of the network.

While researching commercial products, KODAK Gallery discovered SolarWinds Orion Network Performance Monitor (NPM).

“SolarWinds’ Orion NPM had the overall dashboard look and feel our network engineers needed for quick analysis and at-a-glance health indicators. We also like the extent of in-depth data that’s available with just a few clicks,” said Hirata. “We were able to give our network engineers more value using SolarWinds as single tool with more depth for trouble shooting.”

Designed with feedback from SolarWinds’ user-community thwack of 55,000+ IT managers, Orion NPM manages the rapid changes in dynamic environments and allows IT professionals to simply, and visually, manage networks of all sizes all from a comprehensive and easy-to-understand single pane of glass.

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**Orion NPM provided the look and feel KODAK’s engineers were looking for in a comprehensive, easy-to-use single pane of glass.**

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