

International Airport Soars

With SolarWinds as its Enterprise-Class Network Management Solution

The first terminal at Raleigh-Durham International Airport (RDU) opened in 1955. Since then, the airport has experienced tremendous growth. Today, RDU features two terminals, a large parking garage, USO Center and general aviation terminal. Most recently, the airport opened a new passenger terminal.

Along with the airport's physical growth, the Raleigh-Durham Airport Authority, which manages the airport, has significantly expanded the technology infrastructure and IT operations it supports for the Airport Authority, airport tenants and RDU travelers.



Raleigh-Durham
International Airport

CLIENT STATISTICS

75 servers

20 virtual servers

180+ network devices

4000+ IP addressed
devices

Tier 1 and Tier 2
helpdesks

Monitors and supports
all of RDU's traveling
public totally over
9 million annually

“The tight integration across all SolarWinds' products is the most effective and scalable solution for our growing, complex network,”

— Brian de Loureiro
manager of Systems & Integration
Raleigh-Durham International Airport

Network Management Challenge

RDU's Network Team has expanded and grown to include a Tier 1 and Tier 2 helpdesk that provides desktop support and deployment as well as network support. In addition, the team has taken on a greater management role with respect to the IT systems that interface with the general public and everyday flight operations, including airline passenger processing and baggage management. Where previously the team supported 300 Airport Authority employees, after taking on the new systems, the team now monitors and supports the IT systems that support the processing of close to nine million passengers annually.

With 4000+ IP addressed devices, 180+ network devices, 75 servers, 20 virtual servers, and growing, network management has become more critical than ever. RDU needed an integrated network management solution for the entire enterprise.

"Our tremendous network growth, on top of staff additions and the servers and systems we inherited from previous projects that were externally-supported, made our management of all of these systems much more complicated and critical. We needed our network management system to be able to talk to multiple vendors rather than just one or just provide one specific technology," said Brian de Loureiro, manager of Systems & Integration, Raleigh-Durham Airport Authority.

Solution — SolarWinds Orion® Suite of Network Management Solutions

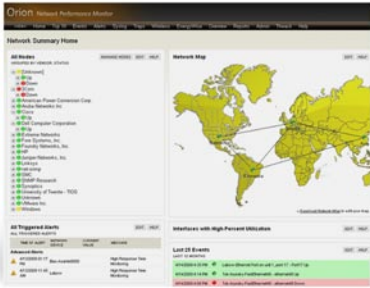
A SolarWinds customer since 2007, RDU first selected SolarWinds Engineer's Toolset to perform deep root network troubleshooting and diagnostics, as well as IP address management. Fast forward two years and RDU has since deployed the full Orion suite of products, LANsurveyor, and additionally, multiple copies of Engineer's Toolset for members of the IT team.

Prior to SolarWinds, RDU used ScienceLogic EM7 and native monitoring/reporting tools. Each interface was unique and rudimentary, and there wasn't one consolidated dashboard and no way to map out connectivity to correlate problems.

"Immediately after loading the Orion Network Performance Monitor demo install, the team realized SolarWinds' greater potential. The tight integration across all SolarWinds' products is the most effective and scalable solution for our growing, complex network," said de Loureiro.

From monitoring flight information to passenger processing, the SolarWinds Orion management solutions offer the RDU IT team a comprehensive and easy to understand view of their network's health. RDU can view the real-time performance statistics and availability of their network from any Web browser, providing a convenient way for administrators and helpdesk staff to stay in tune with their networks at any time, from any place.

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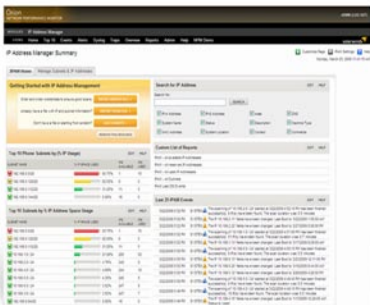


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Orion Network Performance Monitor (NPM)

Via a customizable dashboard that integrates with RDU's additional Orion modules, including Network Configuration Manager (NCM), Application Performance Monitor (APM), IP SLA Manager (IPSLAM), and NetFlow Traffic Analyzer (NTA), NPM gives RDU a holistic view of the airport's entire network.

As a standalone product, NPM's network fault and performance management solution offers the Tier 1 and Tier 2 helpdesk staff a sense of security providing immediate insight whenever there is a report of an outage. By using the Orion Network Atlas feature, the team is able to manage and view the network pictorially by importing maps and dragging and dropping nodes onto nested maps of disparate systems. To monitor up/down status of systems supporting flight information, common use kiosks and passenger processing, the team creates a custom dashboard to evaluate impact quickly.



Orion IPAM maintains the most accurate list of IP addresses, and set reservations while controlling access to the server.

Orion IP Address Manager (IPAM)

IPAM is the solution for managing IP assignments of RDU's 4,000+ IP end devices. Before IPAM, management of desktop assets had always been done through Microsoft® Excel thus creating massive problems for the team when they had multiple versions of an Excel file, when more than one person needed access when it was in use, and the fact that the spreadsheet didn't validate by ICMP scans or DNS.

IPAM's Web-based management, coupled with the multiple user accounts, gives RDU's entire IT staff the ability to go in, maintain the most accurate list of IP addresses, and set reservations while controlling access to the server. The Tier 1 support can assign an IP address while its Tier 2 support can reserve IPs at the start of a project to ensure no conflicts - all from one central Web console on the SolarWinds Orion server.

On top of the increased response time and money saved, because SolarWinds continuously updates its products with customer-requested features and new technologies, SolarWinds remains the most relevant and easy to manage solution for RDU's network management system.

Network Management Simplified

Designed by
network engineers
for network engineers

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to more than 88,000 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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