# NiTO

## FUTURPRENEUR USES NiTO
### as a cost effective solution for monitoring its entire distributed server infrastructure

## ℹ ABOUT FUTURPRENEUR

Futurpreneur Canada is the only national not-for-profit organization that provides financing, mentoring, and support tools to aspiring business owners aged 18–39. Its internationally recognized mentoring program hand matches young entrepreneurs with a business expert from a network of more than 3,000 volunteer mentors. It has six offices across Canada, and its head office in Toronto, Ontario. Over the last two decades, the organization has helped launch more than 10,000 Canadian businesses and supported more than 12,000 young entrepreneurs.

🚀 Helped launch
**10,000+ businesses**

🖥 Data centre has
**20 servers**

It operates a distributed data centre, with approximately 20 servers at an Infrastructure as a Service (IaaS) facility, ten servers in its development environment, ten more at head office, and others scattered throughout its branch offices. It's a challenging environment to monitor, with most of its facilities unstaffed by IT. Futurpreneur's infrastructure is supported by a team of four from its Toronto head office.

## CHALLENGE

**IT director Kevin Garcia needed a reliable solution that would allow him to monitor his entire infrastructure in depth while still being affordable.**
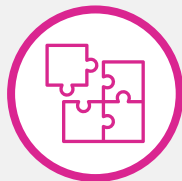
The monitoring solution it used previously changed its pricing structure and became so expensive that Futurpreneur could only afford to monitor core servers. That situation was unacceptable to IT director Kevin Garcia. He needed a reliable solution that would allow him to monitor his entire infrastructure in depth while still being affordable.

*"It's critical that our team be proactive and on top of things,"* said Garcia. *"If there's one thing I really hate, it's finding out something happened after the fact that we should have caught in advance, whether it's a catastrophic event or business critical - or even something minor that we should have known about - when we're told about it by our customers or our internal staff. That's a situation we absolutely don't want to be in. At the same time, we need to mindful of budgets as we are a non-profit."*

# SOLUTION

Garcia was introduced to NiTO and completed a free trial. He found that it did far more than what his previous solution did, at a fraction of the cost, allowing him to monitor his entire infrastructure instead of a few servers.

Designed to work out-of-the-box, NiTO's powerful and affordable platform ensures IT teams spend less time guessing and more time resolving problems. A light-weight platform that requires minimal set-up time and system resources, NiTO offers end-to-end visibility into the health and performance of servers, end points, network devices and applications across on-premises, hosted, and public cloud environments including Azure and AWS.

From a single device to complex virtual and physical environments, the platform's intuitive, near real-time data visualizations give users the ability to easily monitor their entire infrastructure in greater detail than ever before. And, with custom integrated alerting delivered by text, email and phone, IT professionals never miss the vital information needed to make critical decisions.

That, he said, is what made him move ahead with NiTO.

*"It gives us a lot more granularity," Garcia said. "The previous product was more high level. NiTO's has a beautiful, easy to read user interface that allows us to see everything at a glance. In fact, we've put NiTO up on a large screen in our IT area so that everyone can see everything that we're monitoring in almost*

# BENEFITS

Garcia's favourite thing about NiTO, he said, is that it allows him to see everything on his network and report on it and feel comfortable that he's seeing the full picture.

*"NiTO is better in a lot of different respects compared to other tools, in terms of granularity, in terms of the alerts"* Garcia noted.

During its first week of operation, NiTO saved him from a major incident: in a rarely visited data centre, the hard drive on a VMware host was silently failing. NiTO, however, generated an alert that sent a technician in to check, and to then see the warning light flashing on the drive.

*"It wasn't completely dead yet, but it was just in time,"* he said. *"That's what I liked, what I wanted: the ability to be proactive on events before they actually happen. I like to be ahead of the game in terms of our IT infrastructure."*

*"I understand that there's no perfect environment, that things will happen, but the more I can see past the minimum is better,"* he went on. *"I really like the way we can put NiTO up on a large screen TV. I have my team watching it to make sure we have no parameters in the red, making sure that everything is green. And the data recording helps me understand the usage of my servers."*

After happily using NiTO's server, network and VM monitoring for almost six months, Futurpreneur is now preparing to evaluate other components, including security, compliance, and patch management across all platforms.

*"You don't know what you don't know,"* Garcia concludes. *"Once we know it, we can target it, we can fix things, we can monitor it and we can adjust. I like the ability to do that."*

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# FEATURES

NiTO's **full set of features** provides Futurpreneur with **everything it needs**, including:

## DATA RETENTION

NiTO retains data up to 90 days, allowing Garcia's team to discover problem sources and determine recurring issues.

## STRESS-FREE DEVICE CHANGES

Futurpreneur can easily add and remove devices in its infrastructure for monitoring, from a single dashboard. Since NiTO is a SaaS solution, Futurpreneur also doesn't need to worry about NiTO upgrades and updates.

## HIGH-RESOLUTION OS MONITORING

NiTO monitors Windows and Linux OSs with a default four-second resolution for each local component, service and process, providing near real-time information.

## HTTP(S), PING, AND TCP UPTIME

Futurpreneur's IT team can access NiTO and monitor via the Internet or an agent within the local network.

## SNMP MONITORING

Futurpreneur gets a clear view from the single-source dashboard to monitor status, traffic, IPs and MAC addresses on SNMP capable switches, routers, power-supplies, and more.

## CUSTOM METRICS

Users can plug in to their apps, analyze and trigger alerts with NiTO's RESTful API and third-party extensions.

## MICROSOFT CLUSTER SHARED VOLUMES MONITORING (MS CSV)

NiTO monitors MS CSVs for the current status and roles of each node, including Hyper-V Integration.

## HYPER-V AND ESXI MONITORING

NiTO lets IT know who's using what: tracking and alerting for virtual machine guest resource usage on Hyper-V and ESXi hosts and includes host hardware sensors such as Azure Stack alerts. This latter capability saved Futurpreneur from an outage within a week of its installation.

## CHOICE OF NOTIFICATION METHOD

NiTO provides multiple notification methods, including email, SMS or phone calls.

## ACKNOWLEDGEMENTS & MAINTENANCE

NiTO allows Futurpreneur to quickly acknowledge and mute alerts and notifications, and schedule downtime.

## UNLIMITED USERS

NiTO paid accounts allow for as many profiles as required, enabling users to set their own notification schedules and delivery options, and assign device access and configurations across the network.

## PARENTING & FLAPPING DETECTION

NiTO minimizes the noise of redundant notifications with Parenting and Automatic Flapping Detection.

## REPORTING

NiTO provides more insight for every stakeholder in the organization with automatic health and performance reporting.