

Performance Guard™

Skien Kommune

Hosting with real and systematic E2E measurements



Background

Skien Kommune, a Norwegian municipality in the Southeastern part of Telemark, hosts around 2500 end-user PCs, distributed across 100 different locations, in a mixed client/server and Citrix® based environment.

From local datacenter to hosting and service provider

In 2006, it was decided to change the role of the data center at Skien Kommune from a local unit serving Skien only, to that of a hosting center offering outsourcing/hosting services to other municipalities. The first customer on board was nearby Bamble Kommune.

Monitor what is actually delivered to the end-users

With their new role in mind, IT manager Geir Myran at Skien Kommune decided that they needed a dedicated software tool to deliver real E2E measurements. Only with such a tool in operation could they monitor and document what IT service quality their endusers really received, and start systematic troubleshooting in case a problem should occur. A classic systems management tool

from one of the big players in the software industry was thoroughly tested, but found to be too complex and too manpower-consuming for the purpose. In the end, Performance Guard was chosen.

“We really like that Performance Guard is very easy to install, needs no configuration and just delivers all the measurement data automatically” Says Geir Myran, Operational Manager at Skien Kommune.

Examples of issues solved

- Users complained about slow response when accessing internal systems. With Performance Guard, it was discovered that this was caused by improper AD/DNS server configurations.
- Users experienced long response time from an application used to plan working schedules for health personnel. The supplier of the application claimed that the problem was firewall/network related; with PG, it was discovered that the problem was within the application itself.

About CapaSystems A/S

CapaSystems A/S is a Danish company that develops software solutions that helps to ensure optimal performance on all computers while reducing the cost and effort required for administration, maintenance and support of Windows®-based clients.

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