

One of the UK's Biggest Newspaper Groups Replaces a "Big Four" IT Management Product with SolarWinds

Trinity Mirror is one of the UK's largest newspaper publishers, with five national newspapers, over 130 regional newspapers and more than 500 digital products. Headquartered in London, the 6000 employee company spans 60 locations in the UK, including nine print sites.

Problem

Trinity Mirror, in the past, had used HP OpenView, which they found time consuming to customise and manage, and to generate reports. One of the problems faced with this product was that the upgrades that came with OpenView were bundled with many other modules that the company did not require. This caused tremendous time and effort to sort out and apply the upgrades for the particular modules they owned. There was also the requirement for a full-time network engineer to operate the software as the network management software was unduly complex.

The company, then, purchased MicroMuse NetCool and ran it for three years. This did not work out so well as it required so much fine tuning and customising. This initiated the search for a simple and optimal solution that would put the customers' needs first and be flexible to satisfy their requirements as they surfaced.

Solution

"We were looking for a solution that could support our network consolidation needs, be flexible, and scale to support our network growth," said Ian Bailey, Trinity Mirror Technical Support Manager. "We needed a well-rounded IT management solution to meet our network performance monitoring, configuration management, application performance monitoring, and log management needs."

"The simplicity of usage and cost-effectiveness made SolarWinds' suite of IT management products our first choice," said Bailey. "SolarWinds products are extremely easy to download and deploy. In contrast with the products we previously used, the dashboards in SolarWinds are much more manageable and intuitive."

Bailey compares the business functions of Trinity Mirror to that of a large university with a busy and complex IT network. The IT team at Trinity Mirror value the modularity of SolarWinds products that allowed the customers to purchase just the product they require at the time of need, rather than buying an expensive and complex solution requiring intensive professional services and training to deploy.

CLIENT STATISTICS

- Publishes five national newspapers
- Over 130 regional newspapers
- More than 500 digital products
- 60 locations in the UK
- Nine print sites
- Supports 6000 employees
- Syndicates publishing in the UK, Australia, Spain, Greece and Belgium

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– Ian Bailey, Technical Support Manager at Trinity Mirror

The addition of SolarWinds products did not happen all at one go. The IT team at Trinity Mirror went on buying and analysing the products one by one as they got comfortable using them.

Trinity Mirror is now running Network Performance Monitor (NPM), Network Configuration Manager (NCM), NetFlow Traffic Analyzer (NTA), Engineer's Toolset, User Device Tracker (UDT), Server & Application Monitor (SAM), Log & Event Manager (LEM), VoIP & Network Quality Manager and more.

SolarWinds Differentiators

The IT team at Trinity Mirror appreciates the frequency and quality of upgrades that are released for every SolarWinds product. This has evoked in them a sense of reassurance that any issues will get fixed quickly, and that new and useful features can be expected with forthcoming releases.

"One of the biggest differentiators of SolarWinds in contrast with other players in the market is the pricing model," said Bailey. He noted, "The pricing is really competitive on SolarWinds' products, and even more importantly, the maintenance cost is only a fraction of the licence price, making it very easy to renew."

With no extra personnel needed to constantly monitor the products, Trinity Mirror is seeing a solid return on investment.

"SolarWinds frees up my project engineers to get on with other tasks," Bailey said. "The bottom line is that with SolarWinds you can get up and running quickly – just set it up and let it go, and it comes back telling you what is happening on your network. I would recommend SolarWinds products for their intuitiveness and overall cost-effectiveness."

Conclusion

Having used SolarWinds for quite some time, Ian Bailey feels the products have proven invaluable across network and support operations teams. IT teams at Trinity Mirror were able to customise a single application front-end to deliver information and metrics relevant to their specific requirements of service support.

All the IT teams at the newspaper group are now able to focus better on business development by saving a great amount of time in system monitoring and troubleshooting. They are able to quickly deal with service affecting issues before they become end-user reported incidents, ensuring reduced downtime and increased productivity across all the departments within the company.

IT Management Inspired by You.

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with *unexpected simplicity* through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at <http://www.solarwinds.co.uk>.



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