

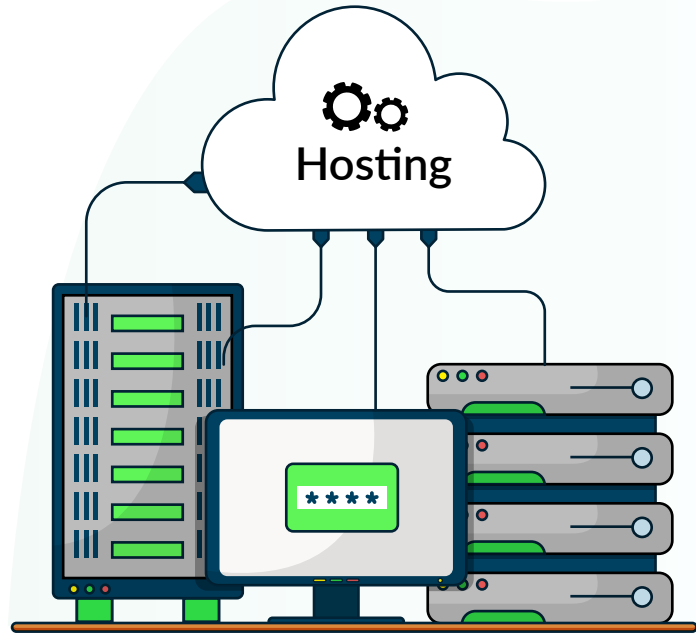
Site24x7



LibChalk chalks out digital transformation strategy for libraries with Site24x7

About LibChalk

LibChalk, an innovator in online course creation and engagement, focused on extending the library patron experience beyond physical buildings, provides up-to-date and industry-specific information using technology. LibChalk gives institutions the tools and strategies they need to evolve in the changing educational landscape, and mostly importantly, build meaningful, supportive relationships with their patrons. The company delivers high quality website hosting, technology management services, content management, and application management services to educational and library professionals at an affordable cost.



Business problem:

In early 2019, the company was expanding its operations with website hosting and they needed a solution with network operations center (NOC)-level monitoring that can provide better monitoring services to their clients, as smaller web hosting companies usually aren't in a position to hire someone 24/7 to monitor servers and services, let alone a web hosting service that focuses on affordable web hosting options for libraries.



Previously, LibChalk used tools like Munin to provide a historical overview of server status, but the company determined that they needed something that would alert a small team of technical engineers and server administrators. LibChalk began piloting a variety of paid-for-use software, and most of these cost more than they could bill their library and educational clients that often operated on tight budgets.

The company didn't want to use a service like Pingdom for just website notifications, but they needed a service like XMatters that can provide real-time alerts and inform team members when something goes bump in the night.

Through a last-ditch effort, the team searched for an affordable version of XMatters, and on a random Reddit thread they found a reference that eventually led to Site24x7. The team felt this was just as exciting as gaining a brand-new full service client for web hosting.

The Solution: Site24x7

The LibChalk team finally arrived at a tool to provide an automated NOC for 24x7 monitoring, and active alerting that could solve four of their business objectives:

1. Uptime statistics and accurate reporting

With Site24x7, the team was able to track which services and servers remain up, and for how long throughout the year. Site24x7 StatusIQ, a real-time status and incident communication platform, provided the much-needed updates and alerts automatically when the team put services into maintenance. When an emergency maintenance is required, instead of sending out an alert, customers are informed to check the dashboard and are given a maintenance reason if a service is impacted.



2. Alerting and proactive monitoring

When something goes down in the middle of the night, the IT team wanted to catch it before it could impact the clients. In an optimal working environment, the IT team's goal is to implement a solution that provides proactive monitoring, and delivers an alert when an issue is about to occur. This might be a certain process that is taking longer than normal to run, for example. LibChalk wanted its IT team to be notified during these situations, but most systems on the market that provide this service were overly expensive.

The IT team also utilizes Slack often, and has deployed many Slack integrations, including those for order notifications, support tickets, online chats, tweets, etc.

Site24x7 turned out to be helpful for LibChalk's monitoring and alerting needs, and the IT team was able to set up Site24x7 not only to alert team members when there is an outage, but also serve as a backup in an event when key individuals cannot respond to phone calls and Slack notifications.

3. Easy to use

The IT team needed a tool that could provide a dashboard that displays known problem areas along with potential outages and, at the same time, delivers an easy way to create service tickets and log them with the issue for historical break-fix and tracking of trends.

Site24x7 provides outage tracking and monitoring in an easy-to-read, high-level approach that includes the ability to drill down into more specific details of services, such as logs, processes, etc.



"Site24x7 was able to meet these objectives with its initial product offering (Starter pack). It was so affordable, in fact, we were initially skeptical about the quality of the product. But the product proved our skepticism wrong right from day one by providing the best-in-class services we wanted, something on par with AWS and Google Cloud."

Brian Pichman,
President and Chief education officer,
Libchalk

4. Cost

The LibChalk IT team wanted something that is easy to onboard, and does not increase the overall operating costs. The IT team wanted the cost per client to be less than a dollar, without having to compromise on the quality of the service.



Site24x7 Experience:

Pichman noted: "Site24x7 installation was literally a line of code to install, and then roughly 30 minutes playing with the different monitoring thresholds."

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"I would go far as to say you aren't really required to be a Linux expert (or Apache, for some of the plugins) to gain value in the monitoring server-side services. Plus, the Site24x7 system will also recommend other services, such as DNS, blacklists, and website performance, to monitor, and with a click of a button,"

- Pichman added.

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As the LibChalk IT team expanded its use of Site24x7, and monitored various services, like Apache and MySQL, they simply found the plugin installation process to be so well documented that it required very little effort to get the company's systems up and running.

About Site24x7

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructure including private and public clouds. End user experience monitoring is done from 100+ locations across the world and various wireless carriers.

www.Site24x7.com | Email: eval@site24x7.com