

Pendle Connections Uses Power Admin to Monitor 30+ Servers and Devices Across 15+ Client Sites



Industry

IT Support & Consultancy

Location

Cranleigh, Surrey UK

Company

- Less than 10 Employees
- Monitoring 30+ Client Servers
- Spread Across 15 Locations

Why Power Admin?

We needed something that was competitively priced since we had a tight budget, but were not prepared to sacrifice functionality. PA Server Monitor gave us everything we were looking for in a monitoring product, at a very keen price.

Highlights

For us, PA Server Monitor is about enabling us to provide the service we feel our clients deserve.



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Just how much do you rely on your business computer network?

Today's small business owners often rely on their IT systems more than they realise, and to such an extent that their business would suffer significantly if it suddenly went wrong. The slightest glitch, if not prevented or resolved immediately, could potentially cost huge amounts in lost business.

It's very easy to imagine the various disaster scenarios:

Your network connections fail and nobody can access the server...
...work grinds to a halt.

The top 10 most common IT mistakes that many small businesses make
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We can now effectively monitor our clients' servers as we always wanted to do. Most importantly we can fully monitor our clients' backups which we are very happy with. Power Admin even implemented a new feature for us to enable us to monitor these backups exactly as we wanted.

Pendle Connections specialise in providing IT support and consultancy for small businesses in the South East, U.K. Our services also include providing an online backup and disaster recovery service for our clients, which we manage and run ourselves.

We currently monitor around 30 servers and devices using PA Server Monitor, spread across multiple client sites, approximately 15 locations in total.

The servers are a mix of Windows versions from 2003 to 2012 and the devices are mainly Watchguard firewalls.

For us, PA Server Monitor is not about saving time/money (although it is very competitively priced), it is about enabling us to provide the service we feel our clients deserve.

“The level of support we get from Power Admin is just incredible. Questions are answered very promptly via email. While setting up Server Monitor for our environment there were a number of customisations and new features that I requested to fit our specific requirements. These requests were not only warmly received but they regularly managed to release new builds with the requested updates within a day!



Warren Calvert
Director

What was your main challenge that led to you using PA Server Monitor?

We were previously using a competitive monitoring product but we were increasingly finding that it did not meet our needs. There were a number of problems and limitations with it and we found their development cycle was not addressing these but was taking the product in a different direction. Some of the main issues we had were with ease of use, producing performance graphs and monitoring server backups.

Is there anything else you'd like to share with us?

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