



## CHICAGO STOCK EXCHANGE



The Chicago Stock Exchange, founded in 1882, thrives today not because of its storied history but because of its continued ability to embrace the future. In 2003, 22.9 billion shares were traded on the Exchange, which totaled more than \$448 billion dollars. It's no surprise, then, that the Exchange demands two things of its IT systems: absolute reliability and unsurpassed performance.

### THE PROBLEM

Keeping the Exchange's sophisticated mix of computers and other equipment safe and running at peak levels requires the ability to constantly and automatically monitor their environment, so that alarms can be sent out at the first sign of trouble. Problems must be headed off before they lead to outages, data loss or damage to expensive equipment.

Until recently the company had no way to monitor the "vital signs" in rooms housing equipment — no systematic checks on temperature, humidity or water leaks. If the air conditioning went out and the back-up systems didn't cycle in, computers, servers and other equipment might be damaged. "That," said Panagiotis "Pete" Diamantis, the Exchange's network coordinator, "was an unacceptable risk."

*"NetBotz kept us out of hot water right from the start," said Diamantis. "And that was only the beginning in terms of how they have helped."*

### THE SOLUTION

NetBotz appliances were deployed in all server and computer rooms to monitor for temperature, humidity and the presence of water. Cameras were aimed down server cabinet rows to monitor any activity in and around the critical equipment. Diamantis said NetBotz offered the most advanced, scalable and affordable monitoring solution on the market. He liked how easy it was to customize and he liked the setup time: "hours."

### THE BENEFITS

The advantage of the NetBotz appliances soon became evident in a very concrete way. As reconstruction of the Exchange's first floor was completed, personnel began suspecting that the new air conditioning system wasn't able to keep up with summer demands. Within 30 days the NetBotz appliances provided proof. Without documentation, any possible remedies might have been delayed — which could have led to equipment problems and costly litigation. But the contractor, presented with trending proof, quickly made adjustments. "NetBotz kept us out of hot water right from the start," said Diamantis. "And that was only the beginning in terms of how they have helped."



FINANCE

He said NetBotz gives the Exchange a better, faster, clearer view of environmental conditions in mission-critical rooms. “Trust, reliability, and confidence are the cornerstones of success in financial services and NetBotz delivers,” he said.

When temperatures reach more than 70-72 degrees in a given location, NetBotz sends messages to IT personnel via cell phones, pagers or e-mail. NetBotz devices have sounded warnings several times during brownouts and blackouts, quite possibly averting damage to computers, servers and other equipment.

With NetBotz the Exchange was able to reduce its annual budget for repairing and replacing of computer equipment. The time and money NetBotz saved the Exchange by identifying weaknesses in the new cooling system alone paid for the NetBotz system several times over, said Diamantis. Now, he said, the NetBotz system saves the organization money each year in resource and maintenance costs. Additionally, since the NetBotz appliances have been installed, network downtime has also decreased significantly, thus improving business continuity and productivity.

“With NetBotz as our eyes and ears, our staff can be more strategic,” said Diamantis. The reporting abilities of NetBotz also got Diamantis’ attention. “Now we have the data points to justify equipment replacements, additional security technology and other investments required to protect our physical and environmental assets,” he said.

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He also uses NetBotz for troubleshooting. Video and data logs allow him to go back after an incident and pinpoint exactly what caused it so he can immediately form a diagnosis. This is important because a majority of downtime is spent trying to figure out what went wrong. Thus when outages do occur, they are, on average, fixed in half the time now.

“Just one save is well worth the price of admission,” said Diamantis. “There’s no way we were going let something basic like high temperatures, a water leak or some other environmental condition bring critical IT equipment down. It just wouldn’t make sense to ignore a threat that’s so basic, and yet so real.”

The bottom line, Diamantis said, is that if NetBotz works for one of the heaviest hitters in financial services, it can work for anybody.

## CORE BENEFITS

- ◆ Alerted IT staff to HVAC deficiencies, preventing damage to computer equipment and convincing the contractor to make repairs without costly and time-consuming litigation.
- ◆ Prevents damage to equipment from brownouts and blackouts, increasing network availability and employee productivity.
- ◆ Additional layer of security.
- ◆ Alerts IT staff to problems via e-mail, pager or cell phone.
- ◆ Frees staff up for more strategic work.
- ◆ Significantly reduces response-to-resolution times.
- ◆ Allows for off-site, off-hours visibility into equipment rooms. Diamantis for example monitors on weekends when for example there are thunderstorms or the power company is instituting “rolling blackouts.”

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