



"By finding green solutions to saving electricity we not only reduce our overall spending but we also help to save the planet by not wasting energy and the fuel it takes to generate it,"

**- Susan Deschenes
Assistant Director
Nashua Public Library**

Remote System, Power Management Not Always "By The Book"

Taking the Guesswork out of IT Management

Nashua Public Library

For Susan M. Deschenes, Assistant Director of the Nashua Public Library, Nashua, New Hampshire, SyAM's System Management Software Suite have supplied her with unprecedented levels of visibility and control over her environment.

Deschenes is responsible for keeping the library running smoothly - including backing up data and securing both front-end and back-end systems. Over time, and not unlike her counterparts managing data centers in the private sector, she had become reactive to end-user issues. She guessed what might be wrong without having an understanding of how the processes embedded in her network might be contributing to localized system issues.

SyAM's System Management Software Suite, which enables pro-active operational monitoring, remote management, patch deployment and power management solution, automated individual machines and system-wide diagnosis - without requiring physical intervention by herself or a member of her staff.

"SyAM System Area Manager tools give us a good idea of what the problem is and what a solution might be without a "desk-side" visit. Perhaps we need to order more memory or a faster CPU or schedule the system for a refresh when we are ordering new systems," said Deschenes. "We only buy a few (machines) each year, so we can target the systems most needing to be swapped out through the visibility SyAM's tools permit."

For the state's second largest city, Nashua's library's infrastructure is robust, consisting of six servers - a mix of Dell, HP and Gateway -with 77 PC's and 83 total server and desktop nodes. Having to make regular, individual visits to regulate, update or mitigate system issues on an on-going basis ultimately precludes efficiency and optimum performance.



"As a library in the heart of a thriving metropolitan district, with limited staff and budget, it's important for me to do whatever I can whenever I can to contain cost and to better serve our customers... As for the power management portion, there is no sense in paying for electricity when the systems are not being used. However, you look at it, in a very real way SyAM software reduces the size of our collective footprint, whether in our library or on our planet."

- Susan Deschenes
Assistant Director
Nashua Public Library

"The [SyAM] software is very intuitive to use and easy to learn," said Deschenes. "As a result of integrating it into our systems we can now automate some tasks we previously did manually."

According to Deschenes, there are other value-added features to the software that promote the aforementioned efficiency and overall performance.

"One of the benefits of having SyAM's solution is being able to see what is happening with the systems on the network and remotely address certain issues without forcing someone to get off the computer so we can look at it," said Deschenes.

The savings in this area alone, are significant relative to the size of the IT staff - currently limited to Deschenes and her assistant.

"We save at least 4 hours a week in pushing out patches to groups of systems, a process which we had to do manually prior to SyAM," confirmed Deschenes.

The "Green" Thing

As Deschenes began to deploy SyAM's solution, discussions regarding "going green" - and how the Library could use less electricity and save money at the same time - had commenced. Not surprisingly, Deschenes' take on this exchange was rooted in global, as well as more parochial considerations.

"By finding green solutions to saving electricity we not only reduce our overall spending but we also help to save the planet by not wasting energy and the fuel it takes to generate it," said Deschenes.

Enter SyAM's Management Utilities - Power Management Scheduler, which enables IT Administrators to create power policies and enforce them without any end user intervention. The Scheduler gives administrators the ability to schedule specific managed systems to remotely power off at user specified times, seven days a week. All settings can be pushed out across a network enabling the saving of power and the associated costs.

SyAM's System Management Software Suite was also a generation ahead of what the Library had previously been using for powering down systems, which had been the equivalent of an on/off button operationalized by a firewall with power off capabilities.

"Effectively it was an extra feature of an application to do something else; not centralized power management by any means," said Deschenes.

In auditing the systems within the Library prior to enabling the Power Management Schedules, Deschenes determined that some 30% of non-essential systems were being left on after the doors of the Library being locked down for the evening. It was money literally leaking out the wall socket every night of the week.

Identified Power Savings

By the numbers captured by using SyAM's power audit log, the savings derived from implementing the Power Management Scheduler are detailed below:

Number of PCs:23 of the 77 PC's were left on all the time
Energy Rate (per kilowatt per hour):13
Average Wattage:100
Daily Hours off: 11
Weekend Hours Off: 15/day
Potential Annual kilowatt hours saved:12000
Potential Total Annual Energy Savings:\$1700

Deschenes has revealed that much like System Area Manager for remote monitoring and diagnosis, SyAM's Power Management Scheduler has also facilitated system-wide efficiency, albeit from a slightly different perspective, (e.g. power management versus improved drill down visibility).

"It is very easy to set power schedules across many systems at the same time and to tailor power schedules for specific groups of systems depending on what the systems are being used for" said Deschenes.

"The overall solution of SyAM's System Management Software Suite including System Area Manager and Management Utilities, has been very beneficial to our team."

SyAM Software, Inc.
1 Chestnut Street
Suite 3-i
Nashua
NH 03060
USA

Deschenes revealed these benefits to include:

- " Increased System Availability. Keeping systems up-to-date with current patches
- " Improved Accountability. Through System Area Manager asset monitoring features that document hardware and software changes to systems.
- " Maximized system resource utilization. Performance monitoring of Memory and CPU can point to systems that need technology refresh or upgrade.
- " Reduced total cost of ownership. Resulting in power, as well as time savings, for IT staff.

Ultimately, for Deschenes, when it comes to SyAM and its remote monitoring, remote diagnosis, patch deployment and power management solutions the savings in time and easy of use have made all the difference to her.

Americas

+1 (603) 598 9575

Asia Pacific

+91 9831044782

Europe

+49 (0) 172-8420346

About Nashua Public Library

The Nashua Public Library's mission is to provide educational, informational and recreational service for the entire Nashua community. Books, magazines, audiovisual sources, reference sources, and other forms of communication media are intended to offer people a public forum representative of all points of view.

The library serves the needs of preschool children, school children, young adults, adults, business personnel, artists, and more with its broad collection and many community-sponsored programs.

www.nashua.lib.nh.us

©2009 SyAM Software, Inc. All rights reserved. SyAM Software and the SyAM Software design are trademarks of SyAM Software, Inc. Other brands and names are the property of their respective owners.

Intel, the Intel logo, vPro, and the vPro logo are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

www.syamsoftware.com