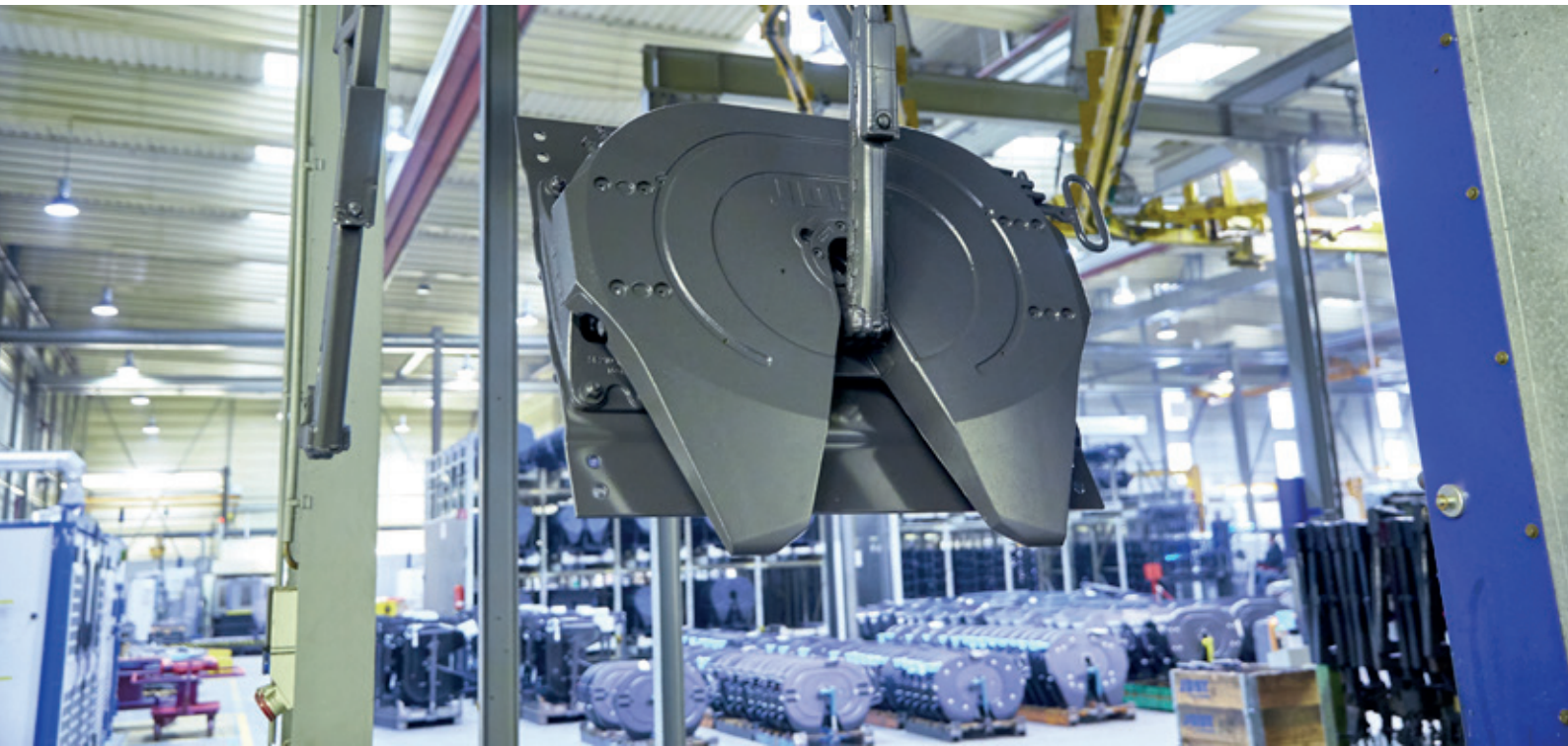




Minimal effort – Maximum performance

Company:

JOST-Werke Deutschland GmbH

Employees:

3.000

Location:

Neu-Isenburg

Industry:

Safety-related systems for commercial vehicles

Website:

www.jost-world.com

Implementation of PRTG Network Monitor for straight-forward monitoring of the global system structures at JOST-Werke

Introduction

JOST-Werke is a publicly traded, globally active company that has earned a leading position in the manufacture of systems, modules, and components for commercial vehicles. Founded in 1952 as a factory for ball bearings, JOST has undergone several changes and has expanded steadily since the 1960s. Today, the company employs over 3,000 people at sales locations and production facilities in over 20 countries on five continents. There are three plants in Germany alone. Since the early 2000s, several companies have also been acquired, so that JOST now has a total of five product brands. The core JOST brand includes classic products for truck and trailer manufacturers, such as fifth wheels and landing jacks, as well as container technology and axle systems. JOST applied for a patent for the first cast

Partners involved:

Telekom Deutschland GmbH

Manufacturers involved:

Paessler

Products used:

PRTG XL1

Project period:

11/2020 - 04/2021

steel fifth wheel more than 60 years ago; since then, the global player has enjoyed success with renowned commercial vehicle manufacturers. Building on its proven core products, additional systems have been developed that automate, control, and monitor tasks that previously had to be performed manually. Sensor-controlled solutions not only make operation safer and easier, but also more economical—JOST's customers have been relying on its expertise and performance for decades.

The challenge

A global monitoring system for all firewall, network, and server components was to be implemented for the company. In addition, training for IT staff on the PRTG program to be implemented, from the Nuremberg-based manufacturer Paessler, was desired.

JOST's IT management was extremely dissatisfied with the previous monitoring software because it caused several problems in the virtual environment. In addition to false positive error messages, there was a very high support workload due to an excessive volume of notifications in the form of emails. This workload was very burdensome for the team, and due to insufficient monitoring, important administrative tasks were neglected: cluttered hard drives, old passwords, missed updates, and system overloads were the result. Since two employees from the JOST IT department already had experience with PRTG, the system is commercially available on the IT market, and the priority was a user-defined system interface, IT team leader Mr. Frischkorn approached Medialine AG. There had already been frequent contact with account manager Heiko Meisenheimer in the past, and so a collaboration was agreed upon during a presales meeting at the end of last year.

The PRTG Network Monitor product with the XL1 license had to meet certain requirements: Due to JOST's global network, it was necessary to monitor hundreds of network components, servers, and firewalls. This corresponds to a total volume of over 1,000 devices. However, due to the sheer size, the characteristics to be monitored had to be kept relatively small, with the focus on checking the CPU load.

The appealing display of critical errors using a map in the dashboard was also desired.

JOST also had specific ideas for the initial setup in PRTG of two programs already in use internally: the Hyper-V virtualizer and the Sophos global firewall environment. The aim was to link and thus control these programs in the PRTG software, in addition to integrating the internal ticket system for later automation.



Martin Frischkorn,
Team Manager IT, JOST-Werke,
Neu-Isenburg

»I am completely satisfied with the entire project. Everything went smoothly and quickly, and I have received only positive feedback from my team. Mr. Schramm supported us with great dedication and expertise, and we are already seeing the added value that PRTG is delivering to us shortly after implementation. A great product with Medialine as the right partner for implementation—a perfect project through and through.«

The solution

As a long-standing Medialine customer, the responsible parties at JOST Global IT were familiar with the workflows of Medialine's employees. As a result, the entire process ran smoothly. After initial contact was established through the presales meeting, an official introductory meeting took place. Here, the JOST IT team was able to communicate its expectations and get to know the responsible technical consultant, Christian Schramm. In the following months of the first quarter of 2021, four setup appointments were held to proceed with the implementation, rollout, and hands-on training. The first step was to take stock of the components to be monitored, the load requirements, and to provide advice on a possible structure and suitable hardware component specifications. The implementation was based on virtual machines on the company's own Hyper-V clusters. Due to the various locations worldwide, it was also decided to use one remote probe per location. The rationale behind this was to improve load distribution, reduce the load on the core server, and increase reliability. In the next step, device templates were created within PRTG, access points and WLAN systems were integrated, and the desired Hyper-V and Sophos systems were initially set up. After initial problems with the latter program, a suggestion for improvement from the consultant was accepted following discussions. The successful setup of the PRTG infrastructure also included the creation of dashboards for suitable map display and the establishment of SNMP monitoring for all server and network components—this type of monitoring was chosen because, unlike the WMI variant, it is less load-intensive.

Since notification functions were high on JOST's wish list, special attention was paid to ensuring that mail recipients could be modeled without any problems. Alerts were configured individually for all international locations according to system, country, and responsibilities.

In addition to providing detailed advice on the configuration design of PRTG, Medialine's offer also included training JOST employees in how to use the system. Briefings were held on the basic functionalities of the software, as well as integration meetings for knowledge exchange.

After each meeting, JOST participants implemented what they had learned in PRTG Network Monitor. Medialine provided support in the form of follow-up discussions and further meetings to clarify any uncertainties or error messages. Both Mr. Frischkorn and Mr. Schramm were impressed by the unusually fast learning curve of the employees.

The result

At the end of the project, both sides can confirm the successful installation of the PRTG monitoring software. Monitoring of the JOST IT environment, including firewalls, now works within this streamlined tool without requiring significant support. Using Neu-Isenburg as an example, JOST's IT department was able to quickly apply and adapt the integration of the program to its entire global IT infrastructure. This is because the same hardware, configuration, and environment can be found everywhere. The specific requirements of JOST Global IT were met, including, above all, the sending of a small number of meaningful email notifications about system errors and restrictions. This means that from now on, the IT team will be informed of outages before the users. The ticket function is already in use, and further automation of processes and the integration of Microsoft Teams notifications are in the planning stage. As a Paessler partner, Medialine will continue to advise JOST on any questions it may have in order to ensure that processes continue to run smoothly.

Medialine AG

As a full-service system house, we stand for customised solutions for medium-sized businesses and corporate groups. We fully support your company along the way - from requirements analysis, idea collecting and concept development to the development and implementation of the appropriate IT strategy as well as regular technical support and workshops for your employees. Thanks to our nationwide orientation, customers benefit from a close-knit network of sales and technical resources, which enables optimal service support on site.

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