

Far Eastern Leasing opens up an international horizon

SolarWinds network management scheme sharpens its competitive edge

Established in 1991, the International Far Eastern Leasing Co., LTD (hereinafter referred as 'Far Eastern Leasing') has a workforce of more than 1,500 employees and provides comprehensive financial services covering industrial capital, trade capital and financial capital to customers from the medical, printing, shipping, construction, industrial equipment, education information network and other sectors. Far Eastern Leasing has operations in all Chinese provinces. With a sustainable expansion of businesses, the shareholders grow in confidence the investments are expanding, and the registered capital has increased to US\$277.03 million¹. Currently, Far Eastern Leasing is proactively providing all-around value-added services including wealth management, business operation, assets management and management consultancy to customers in a concerted effort to grasp business opportunities and expand a broader market.

The challenge of management

As one of the leading capital leasing companies in China, Far Eastern Leasing needs not only to closely follow financial market trends but also to build a close strategic cooperative relationship with business partners. In the face of an ever-changing market environment and constant information updates, a sophisticated and uninterrupted enterprise network is crucial to feel the market pulse and this stability is of great importance to financial agencies. That is, enterprises cannot stand out in the fiercely competitive market unless they possess a stable and reliable enterprise network.

Far Eastern Leasing started to broaden its international horizon in 2009 and it is gradually moving into a "resources globalization" strategic stage. With a fast-growing customer base, and business coverage and markets expanding, Far Eastern Leasing must establish a highly-confidential and secure Internet connection with branches. Hence, network detection and real-time monitoring plays a decisive role in maintaining business stability and the standard of overall service.

Mr. Cao from the information technology division of Far Eastern Leasing pointed out that 'As a result of network expansion, passive monitoring cannot meet the increasing monitoring requirements anymore and we tried different enterprise network monitoring and management solutions. But due to the fast growth of

Customer information

Established in Shenyang city in 1991, the International Far Eastern Leasing Co., LTD ('Far Eastern Leasing') is a company specifically engaged in financial leasing business. After a decade of development, the company opened a new chapter by relocating from Shenzhen City to Shanghai City. As management capability continually increased, the company won and retained the confidence of shareholders and registered capital reached US\$277.03 million. In 2009, Far Eastern Leasing successfully introduced three renowned investment agencies, namely KKR, GIC, and China International Capital Corporation (CICC), elevating both financial strength and management capability. Supported by shareholders, the company is gradually opening up an international horizon and stepping into a 'resources globalization' strategic stage.

our company and customers constantly demanding a higher level of service, we must ensure that the network system can cope with the changes in business and should allow us to grasp real-time and accurate network information so as to solve problems quickly without affecting daily operations. We have a pressing need to select a network monitoring and management solution that suits our business development.'

Solution

To facilitate sustainable business expansion home and abroad, for the first time Far Eastern Leasing adopted its first SolarWinds solution two years ago. As the solution turned out to be effective, Far Eastern Leasing introduced other solutions from SolarWinds in succession. At present, the company uses Network Performance Monitor (NPM), Netflow Traffic Analyzer (NTA), Network Configuration Manager (NCM), Application Performance Monitor, Enterprise Operations Console and other solutions to reinforce the company's network management.

Mr. Cao from the information technology division of Far Eastern Leasing said 'SolarWinds EOC makes it possible for the Shanghai headquarters to carry out real-time identification of locations, causes, affected scope and other factors. Regardless of where we are, the headquarters or tier-2 / tier-3 cities, we can carry out real-time analysis and respond effectively and, therefore, minimize the impact and ensure service stability.

¹ Data source: <http://www.sinochem.com/tabid/222/InfoID/971/frtid/873/Default.aspx>

Results

'Normally, complex solutions take a longer time and more resources, while new solutions always need training at initial stage so as to adapt network administrators to the new application environment. Generally speaking, SolarWinds solutions are easy to use and can eliminate trivial links and save time by around 25%.' Mr. Cao said 'The biggest strength of a SolarWinds solution is that configuration is simple, operating interface is direct, and the report is clear and orderly. With a consultation-free and self-help configuration method, we can complete installation and make it operational within one hour. We had never used any SolarWinds solutions before but I, along with more than 10 colleagues, based on our operating experience, now unanimously agree that the SolarWinds solutions operate smoothly. We never encounter any operating difficulties.'

SolarWinds Orion® Network Performance Monitor (NPM), one of the solutions adopted by Far Eastern Leasing, is an award-winning fault and performance management tool and it can has a fast detection, diagnosis, and network problem solving functions. It helps with detailed analysis of the network situation and locating of the roots of network accidents, handling sudden network failures in actual applications. Mr. Cao noted that 'Once, one of our domestic offices suddenly lost its network connection. In the past, it would take us a long time to find out the reason but SolarWinds NPM map told our network technicians that it was the power supply cutoff that had affected network services. Thus, we didn't have to use substantial time and resource fixing the network and could focus on restoring power supply.' Moreover, the NPM has reduced "detectable problems" in the Far Eastern Leasing network markedly and facilitates the intercepting of problems in advance by monitoring personnel, improving customer service significantly.

SolarWinds Orion® Enterprise Operations Console (EOC) also integrates the whole Far Eastern Leasing network, enabling monitoring and instructions to be centralized and resources to be appropriately handled and distributed. Most important, SolarWinds provides a long-distance monitoring function which enables Far Eastern Leasing to carry out cross-regional management of the whole enterprise network more effectively, whereas previously it was difficult for monitoring personnel to discover problems at some network points due to the wide network coverage. Mr. Cao said that "SolarWinds EOC makes it possible for the Shanghai headquarters to carry out real-time identification of locations, causes, affected scope and other factors. Regardless of where we are, the headquarters or tier-2 /tier-3 cities, we can carry out real-time analysis and respond effectively and, therefore, minimize the impact and ensure service stability. "



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SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to more than 100,000 customers worldwide — from Fortune 500 enterprises to small businesses. We work to put our users first and remove the obstacles that have become "status quo" in traditional enterprise software. SolarWinds products are downloadable, easy to use and maintain, and provide the power, scale, and flexibility needed to address users' management priorities. Our online user community, thwack, is a gathering-place where tens of thousands of IT pros solve problems, share technology, and participate in product development for all of SolarWinds' products.

solarwinds.com

APAC Headquarters
Intec House, Level 22 - SolarWinds
215 Adelaide Street, Brisbane, QLD, 4000
T: 1800 090 386

Singapore
6 Temasek Boulevard #39-01,
Suntec Tower Four, Singapore 038986
T: +65 6593 7600 | F: +65 6593 7601


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