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Citizens Business Bank Uses SolarWinds® Software to Ensure High Availability of Banking Services

Started in 1974 out of a single office in Chino, California, Citizens Business Bank is a top-rated financial institution with over $6 billion in assets. The Bank concentrates on delivering the finest in financial products and services through relationship banking commitments with businesses and professionals in the Inland Empire, Los Angeles County, Orange County and the Central Valley regions of California.

IT Management Challenge

Citizens Business Bank (CBB) needed visibility into their server and application infrastructure to quickly respond to application issues and ensure responsiveness of their customer facing website. The infrastructure was previously monitored with home-grown scripts because "most of the IT management vendors were too expensive, too complicated and provided way too much capability for what CBB required," said Steve Borba, Network Security Engineer, Citizens Business Bank.

SolarWinds Selected over Expensive, Complicated Management Vendors

Server & Application Monitor (SAM) was purchased in 2006 when it was in its first release. Today, Steve monitors hardware, applications, operating systems and their VMware® environment with SAM.

Steve is responsible for the SAN, network, server and virtual environments and his colleague is responsible for managing the applications.

CLIENT STATISTICS

50 branches throughout California

Monitors network elements, hardware, virtual infrastructures and applications.

"With SolarWinds, I can keep track of everything in one application."

Not only does Steve monitor the server infrastructure and administer SAM for the rest of the team, he also ensures CBB websites are responding properly with SolarWinds Web Performance Monitor (WPM). Deployed in January 2012, Steve leveraged the ability to monitor websites and Web application performance from multiple locations using the Amazon EC2® cloud. Because CBB has 50 branch offices, it was more effective to leverage the cloud, rather than carve resources at each location to monitor websites. Steve implemented this functionality even before this capability was built into SolarWinds WPM 1.5 release in February 2012.

Given the size of the environment that had to be managed and the size of the IT organization, there was no way to effectively monitor hardware, virtual machines and applications with home grown scripts. It just wouldn't scale. "With SolarWinds, we can keep track of everything in one application," said Steve.

Steve has been a thwack® MVP since October 2011 and often finds new ideas on the thwack site for proactive management, like managing Web transactions.

With agentless monitoring for hundreds of applications and hardware types, Server & Application Monitor & Web Performance Monitor deliver the server and application management, alerting, and reporting you need to run at peak performance.

IT Management
Inspired by You.

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with *unexpected simplicity* through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at http://www.solarwinds.com.

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