

## CASE STUDY

# Topcon

## Positioning Systems, Inc.

### The customer

From survey to inspection, Topcon Positioning Systems, Inc., utilizes and employs innovative positioning technology and machine control automation systems to give surveyors, civil engineers, construction contractors, equipment owners and operators a competitive edge. Topcon remains unparalleled to any other company within this industry through adamantly addressing critical issues such as boosting profits, quality craftsmanship, improving productivity, lowering operating costs and ensuring job-site safety. Though their primary headquarters is located in Tokyo, Japan the majority of their administrative operations and IT “heavy lifting” is achieved in Livermore, CA. Topcon currently maintains 30 locations in 12 different countries.

### The challenge

Due to Topcon’s large corporate global scale, ensuring uniformity throughout its infrastructure remained a challenge. The absence of uniformity amongst its databases lead to issues regarding “shadow IT,” in which one location would create a process or use certain technologies that are unauthorized by the central IT hub located in Livermore, CA. The importance of email and other messaging components, especially amongst many of their remote users, made searching for a consistent and proactive method to monitor, respond and report potential slowdowns and outages critical for maintaining the daily progress of business. Topcon’s search for a monitoring and reporting tool became top priority following a major outage they faced prior to deploying Mailscape. The outage temporarily impeded the ability for remote and in-house users to communicate and therefore took away precious and costly business time.



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**ERNIE VEGA**

Topcon’s head System Administrator Schools

## The challenge (continued)

Ernie Vega, one of Topcon's head System Administrators stated the company always aims for 100% uptime for its multiple Exchange servers stressing that "any outage, even a five minute outage, is huge." Outages not only affect productivity, but also create a domino effect impacting sales, operations, and potentially mask larger IT issues. According to Vega, the crux of the issue is "not knowing it's coming until it happens." With thousands of users scattered across the globe; many rely on email as their primary or only means of communication.

Without real-time monitoring, Topcon was historically reactive; answering to panicked or frustrated users when systems slowed to a crawl or when messaging failed. The existing reporting solutions Topcon deployed, served merely as validation for problems that had already manifested and provided no remedy. By the time any issue occurred, damage had already been done and productivity lost. Thus, in order to achieve the goal of 100% up-time, Topcon needed a solution that allowed them to "see what's coming."

## The solution

Recognizing that a report-only solution did not meet their needs, Topcon sought to find a solution that encompassed both monitoring and reporting components. One of Mailscape's key selling points was its user-friendly dashboard which continuously monitored Exchange servers and provided real-time results. "The dashboard is huge for us. Easy to understand. Easy to read. If something (a KPI) is yellow or red everyone can see it immediately," Vega said. Mailscape's one-look dashboard provided Topcon's IT team with the visibility to solve issues before end-users could be aware of them or before they steamrolled into system-wide problems.

The dashboard not only provided high level indicators of Exchange's general health, but allowed technicians to drill down and find the root causes considerably faster.

Recently, administrators were alerted to an issue that the queue length was exceeding average peak usage. More distressing was the length continued to rise. The red indicator light on the Mailscape dashboard (displayed on a large central monitor in the IT department) was immediately detected. The email system was grinding to a crawl; nearly a 27 minute delay in delivery. Drilling down, the team found that a remote user was not only exceeding quota, but processing emails at a rate considered as spam by any service provider. Mailscape allowed the IT Team to act quickly, solve the email traffic issue and provide proper guidance to the individual user. "This could have turned into really bad situation but, the real-time monitoring saved our tail."

In terms of support, Vega noted the above-and-beyond availability of ENow's support team. He stated that when there were questions or issues, an experienced team member was always available—whether at 6 in the morning, or 10 at night, a support team member was always accessible and full of helpful and meaningful insights.

## The result

**"We Since the Mailscape implementation Topcon has met their goal of 100% uptime.** Additionally, they have been able to consolidate, and now monitor, a vast majority of the independent locations. Some of Topcon's locations such as Moscow and Australia currently not controlled, are in the process of deploying Mailscape.

Of all the successes Topcon experienced with Mailscape (and with the ENow team), Vega pointed to the implementation of a central dashboard as the biggest benefit. Not only is the data immediate and obvious when there is an issue, but it is so easy to use that if "we miss something, someone else can catch it." The team now receives considerably less calls about emails than it had in the past. Vega says it has "lightened the load." With the help of Mailscape the team can now more effectively address other high priority projects that allow Topcon to focus on product and service innovation.



“It's the Cadillac of monitoring software. It really does work well. It's definitely been worth it. If it saves us from having 20 minutes of outage it's worth it. It's a great product, and we have already recommended it to other organizations.”

# Mailscape Key Features

## Monitoring

**Mailscape's one-look dashboard is an intuitive, visual approach** to monitoring Exchange. Monitor all your environments vital components with a quick glance at a single screen, even from your phone or tablet. Empower your help desk and enable them to improve SLAs.

**Mailscape performs regular health checks** to ensure all vital aspects of your messaging system are running optimally. It automatically tests critical Exchange services, such as Mail Flow, Outlook Web Access, ActiveSync, BlackBerry, Outlook Anywhere and DAG health.

## Reporting

**Mailscape's reporting provides both the real-time data and historical trending** you need to optimize system performance, improve service levels, gain clear visibility into the messaging infrastructure, and plan for the future. Mailscape is equipped with over 220 reports out of the box and is easily customizable to meet your organization's specific needs.

**Mailscape enables you to create reports based on several technologies**, including BlackBerry, ActiveSync, iPhones, Outlook Client Version, Active Directory and Exchange objects.

## Summary

### Technical benefits

1

One-look dashboard provided Topcon's IT team with the visibility to solve issues before end-users could be aware of them or before they steamrolled into system-wide problems

2

Provided solution that encompassed both monitoring and reporting components.

### Business impacts



Met goal of 100% uptime



Provided the ability to consolidate, and now monitor, a vast majority of the independent locations.