



## Blue Ridge Paper Products Increases IT Staff Productivity with Quest Software's Foglight®

Blue Ridge Paper Products, a leading producer of food service packaging, implemented Foglight to monitor their heterogeneous environment and experienced increased cost savings and performance improvements. With Foglight, Blue Ridge has been able to maintain their IT staff headcount, saving significant costs on increasing personnel and training. Also, Blue Ridge's IT staff is now able to more efficiently monitor all the components within their IT environment—reducing the amount of time spent on identifying and diagnosing problems from several hours to a few minutes. In total, Foglight has reduced the time spent on system monitoring tasks from an estimated 20 percent of the IT staff's daily duties to less than 5 percent.

### The Challenge

With a distributed environment highly specialized to the paper manufacturing industry, Blue Ridge found it difficult to effectively manage and maintain the numerous individual components making up their infrastructure—including JD Edwards ERP; Honeywell's OptiVISION, a manufacturing execution system; Kronos, a frontline labor management solution; and custom applications as well. With these business applications running on Oracle databases, it was imperative for Blue Ridge to find a solution that would allow them to monitor all these components and improve overall performance and availability.

As an employee-owned company, Blue Ridge's primary goal was to maximize business and profits while minimizing resource consumption and spending. Jeff Trantham, Project Manager/Technical engineer, found it difficult to achieve these lofty goals due to the lack of resources and skilled personnel.

Trantham realized that they needed an efficient, cost-effective method to manage their distributed environment. "We didn't have any way to monitor our environment. We were relying on command line utilities and caller complaints to notify us of impending problems with each individual system," explained Trantham. "We wanted a solution that could monitor our entire infrastructure from a single interface to make our staff more efficient and proactively notify us of performance issues so that we could fix problems before disaster could strike."

### The Quest Solution

Trantham began his evaluation process and eventually reduced his list of potential candidates to BMC's Patrol and Foglight. After an extensive assessment of both products, Trantham chose Foglight for the company's application monitoring needs. "From an application perspective, Foglight had a more integrated view, which was critical to us," said Trantham. "Foglight was also much more scalable for our needs and provided excellent support for Oracle, all for a price tag that fit within our budget."

Foglight is a 24x7 unattended application monitor that monitors every component affecting application performance—quickly alerting system administrators of actual or potential application problems so that quick corrective action can be taken.

One of the most important features that Trantham was looking for was log file monitoring. With a distributed environment consisting of JD Edwards, OptiVISION, Kronos and Oracle, there were a significant amount of log files that needed constant attention. "To have a tool that can go through and let you know some of the things that are happening in your log files is very helpful, especially when you're used to doing everything manually," said Trantham.

### Overview

*"In our line of work we can't afford to be reactive, especially when we're dealing with our critical manufacturing systems. With Foglight, we have an integrated view of our entire application environment so we can act proactively before these problems affect our end users."*

- Jeff Trantham,  
Project Manger/Technical Engineer,  
Blue Ridge Paper Products, Inc



### Headquarters

Asheville, North Carolina

### Services

Food service packaging producer

### Critical Needs

Solution to monitor heterogeneous environment

### Solution

Foglight

### Results

- Increased cost savings and performance improvements
- Maintained IT staff headcount
- Saved significant costs on increasing personnel and training
- Reduced the time spent on system monitoring tasks from an estimated 20 percent to less than 5 percent
- Reduced the amount of time spent on identifying and diagnosing problems from several hours to a few minutes

Transitioning from a completely manual process to a completely integrated view that provides proactive notifications has simplified the IT group's everyday duties. "Everyone in our group is now empowered to use this tool to see what's happening anywhere in our environment," explained Trantham. "We are no longer categorized as the network guy or the database guy. We can all see what's happening and collectively help make our entire system run better."

## The Bottom Line

With Foglight, Blue Ridge's IT staff has significantly increased performance and availability while reducing costs. "Foglight has allowed us to be proactive in monitoring our environment around the clock, which is what we were striving for, especially with limited staff," explained Trantham.

Since the implementation of Foglight, Blue Ridge has been able to optimize the performance and availability of their IT environment while maintaining the same IT headcount—reducing total IT expenditures on additional personnel, training, etc. Also, with Foglight's intuitive and centralized interface, they have greatly simplified their process of monitoring their critical applications and databases—reducing the amount of time spent on monitoring tasks from an estimated 20 percent to less than 5 percent of their day.

"What used to take multiple administrators several hours to diagnose a problem now only takes a single administrator a few minutes to quickly detect a problem, diagnose the root-cause and determine a path to resolution," explained Trantham. "We're very happy with Quest Software's Foglight. Foglight has definitely met and exceeded our expectations and has made our lives a bit more bearable at the same time."

## About Blue Ridge Paper Products, Inc.

Headquartered in Asheville, N.C., Blue Ridge Paper Products Inc. is a leading producer of liquid packaging, envelope papers and coated bleached board for food service packaging. The company also produces specialty uncoated and extrusion coated papers. Blue Ridge has eight plants in seven states, including a pulp and paper mill in Canton, N.C., an extrusion coating plant in Waynesville, N.C., and six DairyPak converting plants in Athens, Ga.; Clinton, Iowa; Fort Worth, Texas; Morristown, N.J.; Olmsted Falls, Ohio; and Richmond, Virginia.

## About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their databases, applications and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at:

**[www.quest.com](http://www.quest.com)**