

# MANITOBA HYDRO

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Manitoba Hydro Chooses Uptime Infrastructure Monitor for Its IT Monitoring

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# Overview

Manitoba Hydro is one of the largest utility providers in Canada, serving more than 750,000 electric and natural gas customers across the country. The company offers a wide range of energy services and programs and generates nearly all of its electricity from self-renewing water power using 15 hydroelectric generating stations. As one of the lowest cost providers of electricity in Canada, the organization is often called upon to export electricity to electric utilities through various markets in Canada and the mid-western United States.

## ORGANIZATION PROFILE

### MANITOBA HYDRO

#### Industry

Energy Utility Company

#### Headquarters

Winnipeg, Canada

#### Website

[www.hydro.mb.ca](http://www.hydro.mb.ca)

# Challenge

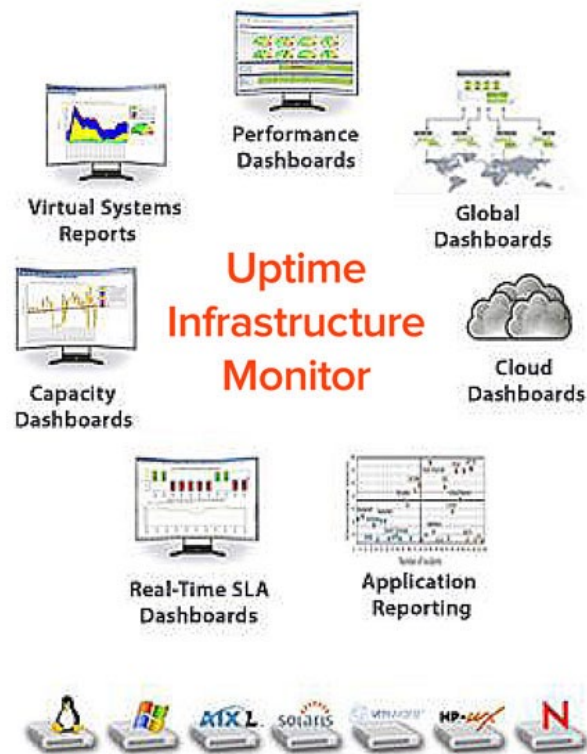
In the energy industry, reliability is critical. Manitoba Hydro's ability to properly service customers is dependent on many key IT services and applications. While the organization had a monitoring solution from HP that was intended to monitor performance, the product was difficult to manage and lacked many core features. They wanted to replace it with a robust monitoring solution that offered dashboards, customer alerts, and reporting to improve the company's ability to quickly identify and resolve issues.

# Solution

Manitoba Hydro evaluated numerous solutions and selected IDERA Uptime Infrastructure Monitor due to its ability to proactively monitor physical servers, virtual machines, network devices, applications, and services across multiple platforms.

The IDERA Uptime Infrastructure Monitor solution was simple to install with an easily configurable design and no extra modules or management packs necessary to get started. Manitoba Hydro administrators can set up any number of infrastructure elements to monitor as well as define an unlimited number of user groups and user notification options to ensure the right people get the access to the information they need. In addition, administrators benefit from Uptime Infrastructure Monitor's flexibility to monitor Linux, UNIX, or Windows devices and can leverage the solution's extensive library of pre-built, plug-in monitors.

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**Monitor, Measure, Manage Across all Applications and Platforms.**

## Benefits

Manitoba Hydro has used Uptime Infrastructure Monitor for more than 8 years and currently has more than 170 elements in the solution, including OS, web applications, HTTP, and more. The Manitoba Hydro's IT team relies heavily on Uptime Infrastructure Monitor's alerts, usage reports, and dashboards which provide a unified view of their IT environment health. When an alert is triggered, the team can easily identify the server and process and fix the issue to ensure uninterrupted service to customers.

"Uptime Infrastructure Monitor is used across multiple teams and helps ensure everyone is in sync when it comes to many of our most critical services," said Jo Davis, Information Technology Officer at Manitoba Hydro. "It's by far the easiest and most feature-rich monitoring solution we've

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