

Case Study:

Merrimack College

Merrimack College is a private educational institution located in North Andover, Massachusetts. With over 90 academic programs, the college provides educational support to over 3,200 full-time undergraduates and 575 graduate students representing 32 states and 31 countries.



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– **Vance Poteat, Associate Professor, Computer Science**
Merrimack College



Challenges

Merrimack College experienced a lack of visibility which led them to evaluate and ultimately select the Observer Platform as their performance monitoring solution.

Before implementing the Observer Platform, the organization used Wireshark.

Customer Choice: Observer

Going forward, Poteat is “very likely” to recommend the Observer Platform.

“It works!” he says.

Use Case

Vance Poteat, Associate Professor, Computer Science reports that Merrimack College is currently using Observer Analyzer along with Wireshark for network monitoring and troubleshooting.

Results

Poteat reports that while using the Observer Platform, Merrimack College saves the most time:

- Monitoring network consumption and resources
- Troubleshooting performance degradation

“Compared to other vendors we have used in the past, the Observer Platform has many more features and is easier to read,” Poteat says.

This case study of Merrimack College is based on a December 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.