



Taktik NightWatch & RoomAlert Systems

At RAC Auto Windscreens we have long been aware of the need to monitor the environments in our computer rooms. Whilst they have always been fully air-conditioned & had fire-protection systems installed, it is always far better to have early warning systems in place so potentially serious situations can be avoided rather than dealt with after the event. This is exactly what we were looking for when we initially approached Taktik back in 2001. We wanted a system to monitor key elements of the environment in our computer rooms & automatically alert specific people should set thresholds be exceeded.

It was therefore a very pleasant surprise when we found that, not only did Taktik supply an excellent solution to this requirement in their RoomAlert product, but they also supply a complementary product called Nightwatch which, as well as performing all the alerting functions for the RoomAlert sensors, can also monitor all our Unix and Windows servers, processes, traps, network and UPS equipment, comms links etc.

The hardware & software for this system was installed in just one day in a very efficient & considerate manner. This included environment monitoring sensors in four computer rooms. Training for using the Nightwatch software can be complete in little over an hour as the software is very intuitive despite it's powerful features & highly configurable nature. It is once you start looking at the features available and relating them to your own systems & operating environment that you start to realise the huge potential this system offers.

This is extremely versatile software that remains easy to use, very reliable & very good value for money. We are currently monitoring everything from room temperature, humidity, smoke, flood & intruder alerts, to network & server problems, to monitoring & progress reporting our overnight batch processing. And we are adding things all the time. In the first three months of having this system installed we have received early warnings via SMS & email of excessive room temperature & humidity, comms link problems developing, disk space running low, unexpected out-of-hours computer room access, NT problems & UPS activity. This has enabled us to proactively fix developing problems before anyone becomes aware of them. Having this system in place offers great peace of mind.

Overall we have been extremely impressed with these products & with the service received from Taktik & highly recommend talking to them before investigating other more expensive monitoring tools which are difficult to configure, very expensive, probably overkill & probably don't offer the same flexibility or reliability.

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