



AccelOps Hits it Out of the Ballpark with the Cleveland Indians

Customer
Cleveland Indians

Industry
**Sports,
 Entertainment &
 Hospitality**

Results with AccelOps:

- AccelOps' extensive feature set allows full visibility into the Indians' IT network, users, devices and groups of devices
- AccelOps' all-in-one platform replaced several point-solution software packages
- Server security events are now correlated with Netflow data, users, application performance, Snort alerts, etc.
- AccelOps allows the Indians' IT staff to drill down into details of problems and quickly pinpoint the source
- Customer data, as well as the Cleveland Indians brand and identity, are protected

A lot more IT happens at a major league baseball park than you might think. Nick Korosi, senior network engineer with the Cleveland Indians IT staff, has seen it all during his 18 years with the organization.

Not only has attendance boomed at the ballparks, but so has the number of mobile devices the fans bring in. That means the number of employees needed to support the organization has boomed, too. Nearly 300 full-time employees keep the Indians' organization up and running 24/7/365 days a year.

The team's network, not only at the home ballpark, but at the out-of-state training facility and for the scouts on the road, must be fast and secure. Their customers' data and the Indians' brand must be protected.

"We have a strong technology focus organizationally and believe technology can transform the overall fan experience," Korosi said.

Security threats are omnipresent.

"Our security threats are the same that any organization faces," he said. "A professional sports team is an enterprise organization, just in a more exciting setting."

The Challenge

The Indians' IT staff of 17 is constantly vigilant. They monitor the datacenter operations for the Indians' facility at Progressive Field, including the pressbox and special events such as concerts, as well as the team's training facility in Goodyear, Ariz. They are also adding a presence at their minor league facilities and building an off-site data center for disaster recovery. Because baseball seasons are the longest in sports, maintenance such as software installations and equipment upgrades need to be completed in the short couple months of the off-season.

“Cleveland is our primarily location with an MPLS (Multiprotocol Label Switching) circuit connecting us to our spring training facility in Goodyear,” Korosi said. “We have a core network with 24 IDF’s (intermediate distribution frames) distributed around the ballpark supporting day-to-day and event operations.”

The Indians’ network supports many technologies: VoIP, IP security surveillance, digital signage, mobile device access, wireless network, ticketing, point of sale, and guest Internet access. It’s a Juniper and VMware shop with hybrid cloud capabilities.

The staff found it a challenge to monitor the entire infrastructure and get real-time alerts on issues that need immediate attention. Point solutions offered niche solutions, but it was time-consuming for staff to log in to several different systems and manually sort through events and syslogs. Moreover, the staff wanted to consolidate the monitoring and event correlation.

The Solution

After evaluating other solutions, the Indians chose AccelOps’ security, performance and compliance monitoring platform. The team was impressed with the intuitiveness of AccelOps’ solution and its ease of use.

There was a strong desire to reduce the time spent on solutions that don’t move the organization forward, which resulted in the need to reduce the number of disparate monitoring systems.

AccelOps delivers the industry’s only integrated software platform to monitor security, performance and compliance on a single pane of glass. Based on patented distributed real-time analytics technology, AccelOps automatically analyzes and interprets behavior patterns spanning server, storage, network, security, users and applications so the Indians can rapidly detect and resolve problems.

“Because of AccelOps’ extensive feature set, I am able to get the entire story that our network has to tell about a user, device, or group of devices. I can correlate server security events with Netflow data, users, application performance, Snort alerts, etc.”

“AccelOps allows me to drill down into the detail of the problem and quickly pinpoint the source.”

Nick Korosi
Senior Network Engineer
Cleveland Indians



AccelOps allows you to see your entire network on one screen.

The Benefits

“We got a lot more results with AccelOps right off the bat,” Korosi said. “Because of AccelOps’ extensive feature set, I am able to get the entire story that our network has to tell about a user, device, or group of devices. I can correlate server security events with Netflow data, users, application performance, Snort alerts, etc. AccelOps allows me to drill down into the detail of the problem and quickly pinpoint the source.”

Writing new rules is easier and less confusing with AccelOps, he said. The company’s employees are also very responsive and helpful.

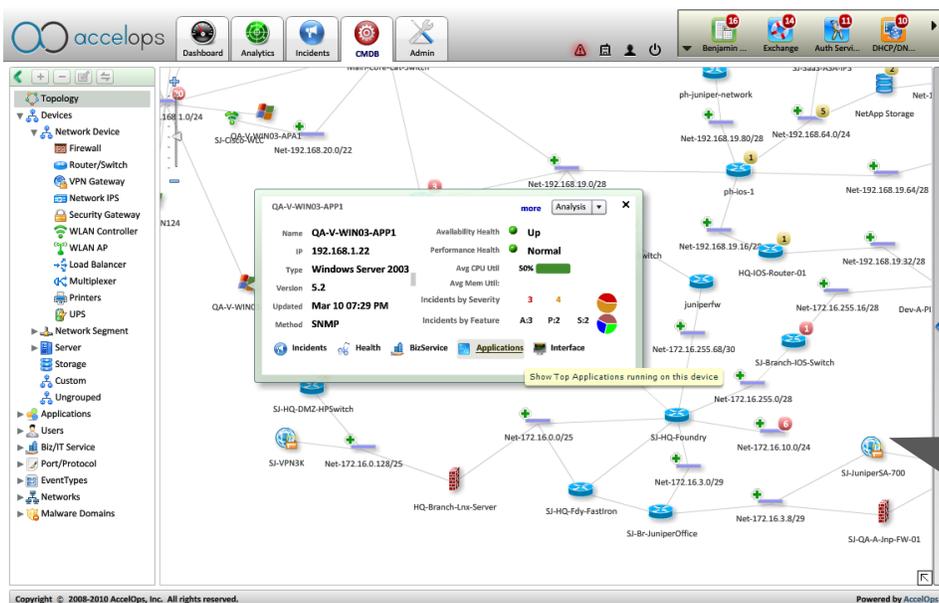
“AccelOps allows me to automate reports that can be relevant to our developer team, end-user support, or even a group of power users,” Korosi said. “We are able to build proactive reports and alerts to notify our teams before we get a call from the end-user.

“Because we are relatively small network operations team, we don’t have time to fish through event logs on five Microsoft Exchange servers to look for clues to a one-off anomaly. Instead, I can go to AccelOps and run one query to pinpoint that one single event I may be looking for to solve a problem, regardless of where the event was sourced.”

The Indians strongly recommend AccelOps. “If you’re looking for a hard-core reporting and alerting tool for your network, AccelOps is a strong choice.”

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AccelOps topology maps allow you to drill down into issues throughout your IT infrastructure.

About AccelOps

AccelOps provides the leading IT operations analytics platform for the modern data center. The virtual appliance software monitors security, performance and compliance in cloud and virtualized infrastructures – all from a single screen. AccelOps automatically discovers, analyzes and automates IT issues in machine and big data across organizations' data centers and cloud resources, spanning servers, storage, networks, security, applications and users.

AccelOps' patented analytics engine with cross-correlation and statistical anomaly detection sends real-time alerts when deviations occur that indicate a security or performance-impacting event.

The AccelOps platform scales seamlessly and provides unmatched delivery of proactive security and operational intelligence, allowing organizations to be more responsive and competitive as they expand their IT capabilities. For details, visit www.accelops.com.



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