

## Merchant & Gould Reaps the Benefits of Greater Server Uptime with MAX™

### Introduction

Merchant & Gould (M&G) is one of the largest intellectual property (IP) firms in the US—with a distinguished IP practice history spanning over 100 years. M&G is engaged exclusively in the practice of intellectual property law, including patent, trademark, copyright, unfair competition, trade secret, advertising, internet and computer law, and related litigation including both trials and appeals.

Operating in Minneapolis-St. Paul, Atlanta, Denver, Seattle and Washington, D.C. with over 110 practicing attorneys, M&G is consistently ranked as a top patent, trademark and copyright firm both in the US and all over the world. With a number of global players in diverse industries as clients, the firm continues to move as a leader in using technology to advance client service.

### M&G's Availability Premise

Given their technology focus, it was imperative for M&G to provide back office infrastructure availability to all their partners, and a means to effectively monitor that availability. The answer was Equator One's MAX Infrastructure Management Suite, which proved to be "an enterprise class solution that would allow us to be more proactive instead of reactive with server issues, along with keeping an eye on the status of server performance history," says Eric Campbell, Operations Manager for Merchant & Gould.

"With the amount of servers in our environment growing over the years, we had a need to be able to centrally manage the health of all our servers and keep track of server statistics over time."

Most importantly, M&G wanted to eliminate the possibility that low disk space, service failure, or server downtime would impact the organization's effectiveness. Proactive resources management is paramount. MAX enables M&G to stay ahead of problems.

Capacity planning is also crucial. "When it comes to purchasing new hardware, such as more disk or newer, more powerful servers, it has always been a challenge to do so without having the history of performance of those servers or disk usage over a period of time." With MAX, this procedure is routine.

### Key Benefits of Equator One's MAX™

Mr. Eric Campbell lists MAX's key benefits:

- **Ease of Use and Quick Learning Curve.** "With MAX, it was easy to add new servers to be monitored!" Features are easy to learn as you use them.
- **Good Data Handling.** "The way data is logged and kept in MAX is remarkable. It seems to do a great job of taking the average value and keeping that in the database—starting at the minute, quarter hour, hour, and day values over time—right out of the box."
- **Intuitive Interface and Drill-Down Mechanism.** "MAX enables you to drill down into a particular counter and get all the stats you need, even the corresponding graph. The main MAX screen shows you if there is a problem with a server or group of servers at first glance."
- **Competitive Edge.** "MAX is a good competitor to other equivalent products on the market. It has all the key features you would look for in a network and server monitoring solution."
- **Proactive Solution.** "After deploying MAX we have been able to be more proactive with possible problems, are able to keep a closer look at performance issues, and enjoy better server uptime. Overall MAX is a well-rounded and straightforward infrastructure management and monitoring solution."

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**Mr. Eric Campbell**  
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