Case Study

Canal Insurance

How Canal Insurance decreased users' inactivity
by using SysKit Monitor

Customer Success

About the Company

Canal Insurance is insurance company specialized in the commercial trucking insurance and specialty transportation operations. Its products are distributed nationwide through select professional general agents. It's located in South Carolina, USA and was rated A- by A. M. Best, rating agency focused on the insurance industry.

Canal Insurance has a number of systems to monitor. Citrix servers, SharePoint, General Ledger, and financial software are just some of them.

Citrix is often used for remote work, especially when there's a power outage or severe weather that prevent employees from coming in to work.

There was an intense need for detailed reporting on user activity while using XenApp. The management was determined to find out who was actually working and who was taking his lunch break a little too seriously.

SysKit Monitor allowed them to get a clear understanding their server environments. Now, they are able to monitor all servers and workstations from a single console with every existing performance metric.

With SysKit Monitor they recognized that their Remote Desktop Farm was overburdened to the extent that it was affecting the end users overall experience on the system.

They can use it to generate user reports, track applications, monitor overall system performance and much more.

"If you need to monitor Citrix or RDS environments, SysKit Monitor is the best and one of the most cost-effective ways to do that."

– Faye Jasman, Senior IT Applications Analyst, Canal Insurance Company

Faye trialed SysKit Monitor and after the download, she was convinced it was the best tool for the job. As a result of acquiring SysKit Monitor there was a significant decrease in users' inactivity.

Employees are more dedicated to their work when they know they are being observed, and management gained a quality support system for corporate control.

SysKit