

When the Red Sox open up Fenway Park, one of Major League Baseball's most cherished ballparks, for performances by famed musicians fans come to the event expecting a great experience. The fans are not thinking about the technology and the IT support services that go into making such an appearance possible. However, behind the scenes, in the Red Sox IT organization, a lot of effort goes into ensuring the technology infrastructure is running smoothly and able to support the production needs of the band. When Neil Diamond played Fenway Park in the summer of 2008 quick thinking by the Red Sox IT department and Akibia's agility and flexibility in providing unique solutions for its customers helped to ensure a successful performance and positive fan experience.

Challenge

As the Red Sox organization was preparing Fenway Park for Diamond's performance, the IT department noticed its firewall was continuously rebooting, often taking 15-20 minutes to come back up, resulting in lost Internet access and crippling the organization's ability to monitor their own infrastructure. A combination of issues was causing the failure, including an over-heating service room that caused the hardware to shut down, and a faulty processor. Without monitoring capabilities, the IT team had no way of knowing if or when the Internet was down.

"We were preparing for the Neil Diamond concert and knew that we did not have the staff to be onsite during the weekend," said Randy George, senior systems analyst at the Red Sox Organization. "But without monitoring capabilities we would only know if it went down if the band's production team called to say they had no Internet access—and that would be too late."

The Red Sox called their firewall support provider and trusted security advisor, Akibia.

Solution

Akibia's Premium Support provides the Red Sox with 24x7 access to technical support and incorporates guaranteed response times, ensuring efficient and effective problem resolution.

INDUSTRY

Sports & Entertainment

CHALLENGE

Keep a Firewall from crashing during the Neil Diamond concert at Fenway Park. A crash would have caused problems for the band.

SOLUTION

Akibia's Security Infrastructure Support

BUSINESS BENEFITS

Potential issues were diverted before the end-users noticed any issues with the firewall and Internet connection.

The Red Sox know Akibia is an agile and customer-focused service provider, so when an issue arose that was outside of the companies' existing Premium Support agreement, the Red Sox didn't hesitate to call Akibia anyway.

Akibia leveraged its monitoring service to set up a remote monitoring solution for the Red Sox firewall. The Akibia support team had the solution up and running within hours, effectively averting a crisis for the Red Sox organization.

Result

"Ultimately the firewall did not fail once monitoring had been set up, but if it had, Akibia's quick solution would have been able to alert us of a failure before anyone in the Park, or any member of the band's production team had even realized a problem," said George.

While the stop-gap measure helped the Red Sox organization get through the weekend without an incident, Akibia was also able to quickly fix the firewall problem, going onsite the next business day to repair the hardware and install a second firewall device at a remote location for failover.

According to George, Akibia's commitment to customer service is unmatched. "Their quick response with a unique agentless way to monitor the firewall offsite is just one example of Akibia's customer service. I wouldn't have received that level of service from anyone but Akibia."

"Their quick response with a unique agentless way to monitor the firewall offsite is just one example of Akibia's customer service. I wouldn't have received that level of service from anyone but Akibia."

-- Randy George, Senior Systems Analyst, Red Sox Organization

About Akibia, Inc.

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical data center and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations maximize the value of their existing infrastructure, while mitigating risk and reducing complexity. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe. For more information, please contact us at 1-866-4-AKIBIA (425-4242) or at info@akibia.com. To contact our European Headquarters, please call +31 (0) 318 581950.