

Streamlining IT monitoring:
**How the Harold Grinspoon
Foundation simplified
operations with Site24x7**

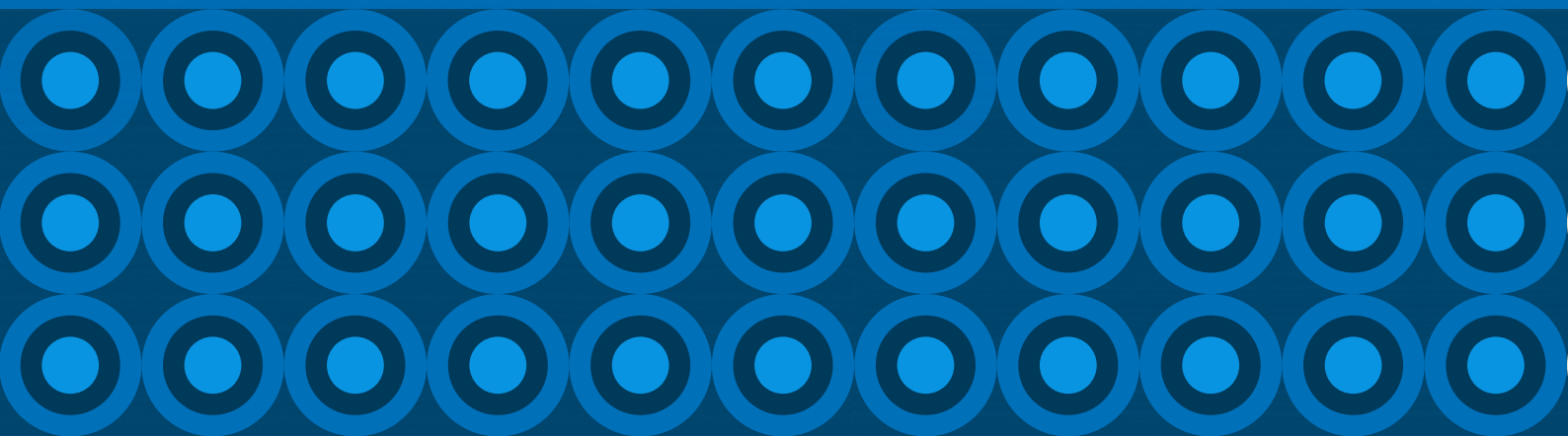


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“I appreciate how Site24x7 is truly a single pane of glass solution. This AI-powered monitoring resource has given us efficiency, reliability, and confidence. It’s the perfect product for our business.”

— **Anthony Schiappa**,
senior system administrator,
The Harold Grinspoon
Foundation ★★★★★

The Harold Grinspoon Foundation (HGF) is dedicated to enriching lives and building strong, vibrant communities. With initiatives spanning education, culture, and philanthropy, HGF supports lifelong learning, creativity, and community development. The foundation also contributes locally to communities in the Western Massachusetts area of the United States, supporting efforts in education, farming, entrepreneurship, and sustainability.





The challenge: Fragmented tools and growing risks

Behind these impactful initiatives is a lean but determined IT team that keeps the foundation's technology backbone running without interruption. At the helm is senior system administrator Anthony Schiappa, who oversees everything from network health and system patching to upgrades and vendor relationships. The HGF IT team maintains a Dell VxRail environment powered by VMware, as well as a growing infrastructure footprint in Microsoft Azure.

The IT team safeguards critical infrastructure including firewalls, ensures VPN connections remain stable, monitors wireless access points, and supports a team of developers who maintain internal applications and the foundation's websites. Balancing these diverse tasks with limited resources demands not only efficiency but also complete visibility into every moving part of their hybrid IT environment.

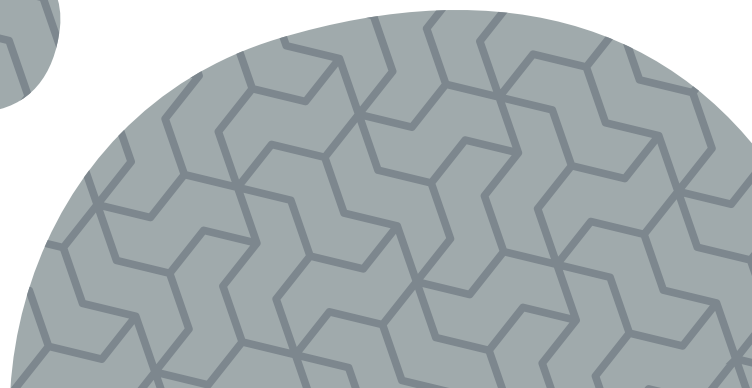
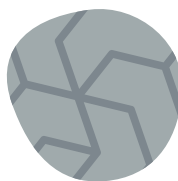
Before Site24x7, HGF relied on a patchwork of separate monitoring systems. Some were free services; others required on-premises maintenance and raised security concerns. Monitoring was inconsistent, with no unified view of infrastructure health.

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“Previously, to view VPN uptime, required one system. To view server uptime, required another. We didn't even have ways to track disk space or SSL expirations—it was a pain,”

Anthony explained.

This lack of cohesion meant Schiappa spent significant time manually maintaining multiple systems. Critical checks, such as SSL certificate renewals, were tracked on his personal calendar, risking missed alerts that could disrupt business services.





Choosing a unified monitoring platform

Schiappa recognized that a better option should be possible and began searching for a cloud-based monitoring solution. Having heard of ManageEngine products before, he discovered Site24x7 and evaluated it alongside other tools. After comparing alternatives like NinjaRMM and SolarWinds, Site24x7 stood out as SaaS-based and feature-rich. It delivered the flexibility and reliability HGF needed without adding to the maintenance burden, while also providing an optimal balance of capability and affordability.

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“Site24x7 just made sense—SaaS-based, offering great value for our investment, and with all the features we needed,”

Anthony noted.





The solution: Establishing end-to-end visibility

HGF implemented Site24x7 across its hybrid IT landscape to monitor more than 100 virtual machines, SSL certificates, firewalls, wireless access points, network switches, and Azure resources. Out-of-the-box integrations with Cisco Meraki and Azure delivered seamless onboarding that make it possible to unified monitoring across this diverse ecosystem.

Instead of piecing together multiple tools, the team now has a single platform that connects seamlessly to all critical services.

Site24x7's automation further enhances reliability. For example, if a critical Windows service goes down, the platform is configured to automatically restart it, preventing employee disruption and ensuring continuity.





Continuous security through timely renewals

SSL monitoring is one of the most valuable additions Site24x7 brings to HGF's IT operations. Previously, Schiappa relied on manual reminders to track certificate expiration dates, which left room for error. With Site24x7, SSL monitoring is automated, with proactive alerts that ensure certificates are renewed before they lapse. This eliminates the risk of service interruptions or loss of trust due to expired certificates.

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“Since implementing Site24x7, we haven't missed a single certificate renewal,”

Anthony said.



Always ahead of downtime

HGF's websites are essential for both internal operations and community-facing initiatives. Site24x7's website monitoring provides immediate alerts whenever a site is down or experiencing performance issues. This enables the IT team to respond quickly, often before users notice any disruption, reinforcing the reliability of HGF's digital presence.

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“As soon as one of our sites goes down, the system sends me a text. It makes us look good because we can address it immediately, instead of hearing it from outside users first,”

Anthony explained.



Comprehensive server visibility

Server stability underpins everything HGF does, from running applications to supporting remote work. With Site24x7, Schiappa can set customized thresholds for CPU, memory, and disk usage. This means potential issues are flagged early, enabling the team to take action before performance deteriorates or downtime occurs.



Responsive monitoring on the go

As a small IT team, flexibility is crucial. Site24x7's mobile app provides Schiappa with the ability to manage alerts, review performance data, and even suppress unnecessary notifications while away from his desk. Whether on vacation or working remotely, the app ensures uninterrupted oversight of the IT environment.



From setup to insights in no time

Schiappa found Site24x7's setup remarkably smooth. The platform's intuitive design and comprehensive documentation made configuration straightforward, even for complex integrations. Responsive technical support ensured the foundation could quickly get up and running without delays.

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“Once I started using the product, it was fantastic—super easy to set up and well documented,”

Anthony observed.



The impact: Efficiency and confidence

Site24x7 consolidated multiple tools into one unified platform, saving Schiappa hours each month and reducing operational headaches. Instead of juggling different systems, he now has a single platform that provides full visibility. This has freed up valuable time for him to focus on other projects and strategic initiatives.

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“Instead of me logging into 15 different systems, I just go into one. Site24x7 frees me up to focus on other projects,”

Anthony explained.

The result has been a more proactive IT operation. Risks such as missed SSL renewals or unnoticed server issues have been eliminated. Time savings each month enable the IT team to focus on growth, while automated monitoring and resolution prevent downtime. Above all, HGF now operates with confidence, knowing its infrastructure is being monitored comprehensively.

Why Site24x7 stands out

For HGF, the SaaS-based nature of Site24x7 has been transformational. Schiappa no longer worries about managing another server, and instead benefits from accessibility anywhere, seamless integrations, and reliable performance.

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“I just love how it’s SaaS-based. I don’t have to worry about backend management of another server—Site24x7 is accessible anywhere and has all the features we need,”

Anthony exclaimed.

With Site24x7, HGF transitioned from fragmented monitoring to a streamlined, proactive approach. The IT team now acts swiftly, prevents disruptions, and focuses on higher-value projects without being bogged down by tool maintenance.

HGF’s partnership with Site24x7 is not just about monitoring—it’s about ensuring every system, service, and resource is supported by a unified, reliable solution.

About ManageEngine Site24x7

ManageEngine Site24x7 helps teams monitor Kubernetes clusters effortlessly with full-stack observability that combines metrics, logs, and traces into one cohesive view. With intelligent alerting, auto-discovery, and built-in dashboards, Site24x7's Kubernetes monitoring enables engineering and DevOps teams to detect, troubleshoot, and resolve issues faster across dynamic container environments.

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