



## User Success Story



**Burlington Coat Factory**  
Burlington, New Jersey  
[burlingtoncoatfactory.com](http://burlingtoncoatfactory.com)

**Industry:**  
Retail

**Employees:**  
20,000+

## National Retail Chain Sees Increased Value, Reduced Down Time By Implementing Nagios

### Company Profile

Burlington Coat Factory (BCF) is a national department store retail chain which offers current, high quality designer merchandise at prices up to 60% below those at other department stores. Burlington Coat Factory stores feature a wide variety of merchandise including coats, apparel, shoes, accessories, baby clothes, furniture, toys, home decor items, and gifts. The chain has over 433 stores that can be found in 44 states nationwide.

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[www.nagios.com/casestudies](http://www.nagios.com/casestudies)

## Business Needs

BCF was considering significant software enhancements to help facilitate the quick identification of retail trends, improve merchandise allocation within the retail locations, support customer needs, and more rapidly respond to emerging markets. To successfully support these business efforts, effective and efficient monitoring of the enterprise wide infrastructure has been deemed critical.

## Challenge

BCF had historically used a number of “home grown” system monitoring scripts as directed point solutions. The company was looking for a comprehensive software solution to meet 3 primary goals. The first goal was to provide consolidation of monitoring across heterogeneous operating systems as well as integration of specific process services. A second goal was the timely notification of the appropriate technical personnel, allowing faster mean time to repair. The third goal was budgetary in nature - a fiscally responsible solution while insuring a high level of software reliability.

## Solution

Implementing Nagios as a monitoring solution proved to be an ideal match for BCF's goals. BCF system administrators used the concept of rapid application development and deployment (RADD) to focus on global concerns first (i.e. monitoring across platforms and technical support notifications). BCF is currently monitoring over 1,700 hosts and 3,000 services with Nagios. Additional uses for Nagios are identified as IT team members continue to gain more experience with it.

## Benefits

Nagios has provided Burlington Coat Factory with the information and visibility necessary to fully execute a proactive information support management services. Nagios' granularity enables monitoring of multiple-points-of-failure for a single application. It supports rapid and pointed notification of problems to “on call” administrators. This allows administrators to correct the single-point-of-failure within a process before total failure. As a result of implementing Nagios, BCF has noticed a marked decrease in down time.

## About Nagios

With an estimated 250,000 users worldwide, Nagios® is the undisputed industry standard in enterprise-grade Open Source monitoring. Nagios has helped organizations around the globe realize the strengths and competitive advantages that can be gained by utilizing Open Source monitoring solutions.



For more information on Nagios, or to get started deploying Nagios in your organization, visit: [www.nagios.org](http://www.nagios.org)