



Bespoke Systems Management Framework

CUSTOMER

Our customer, a household name in the UK Finance sector, relies on information technology to drive and maintain their business, serving 20,000 who consume services delivered on over 6,000 servers. With replicated data centres in the UK and a retail and back office environment, the challenge is to provide reliable Services for internal and external clients. To ensure SLAs are met a robust and dependable Systems Management solution and associated reporting is essential for critical business operations.

SCENARIO

New business, driven by social changes in the UK resulted in significant growth in customers. In addition new products were being offered which needed new software to be developed on newer platforms (Microsoft Windows 2008 R2).

The existing monitoring system (MOM 2005) was near end of life and due to growth and compatibility was not capable of monitoring new systems. The client had a mature monitoring solution built on customised monitoring solutions with complex scripting. There was a risk new systems were being introduced without appropriate monitoring and reporting.

APPROACH

An initial "non-technical" approach was taken as it was believed longer term issues would be addressed by focusing on the people involved rather than technical products and solutions. Key stakeholders from operations, architecture and service delivery were interviewed from which we presented recommendations which formed a new Systems Management Framework.

Once the framework was in place we demonstrated the benefits of using System Center Operations Manager 2007 ("SCOM") to all departments.

Lastly we provided technical delivery of the platform based around the new agreed platform.

PROJECT DETAILS

Whilst technical in nature this project required sensitive stakeholder management and project management skills.

It was critical ensure known problems were not replicated in the new system. Gaps within the older system needed to be addressed by the investment in the new solution. Hence it was key to determine where the problems lay, something only possible from one-to-one interviews with key stakeholders. This formed the basis of the resulting Systems Management Framework which was devised to save time and money. Because the Framework ensures the right information is shared at the a critical stage of application development – which in turn makes Systems Management development an easier and less expensive task.

As a high-profile financial business Security within the Systems Management solution needed to be customised to the company's stringent standard, often pushing the limits of the technical tool.

Beyond led the security technical solution to the end

We oversaw the technical delivery of SCOM 2007 using a design produced by Microsoft Consulting Services.



BENEFITS

- Ensured this was seen as a business issue to be addressed, not a technical one
- Prevented issues from being replicated on new platform
- Procedural enhancements resulted in better teamwork / cohesion / communication
- Framework provided early recognition of Application Systems Management development requirements
- Technical delivery provided Systems Management platform for the future

THE RESULTS

The Framework and Technical delivery provided a more efficient delivery mechanism of Systems Management and identified areas of change.



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