



Enterprise System Center Implementation

CUSTOMER

Our client provides luxury cruise liner holidays on its fleet of 12 cruise ships in Scandinavia. With an end-user base of 2,000 users a HQ, satellite sites and the ships which are sites that are always on the move the challenge is to provide a consistent and reliable service for the business.

SCENARIO

The catalyst for this project was a new Service Provider was taking over services. This was an opportune time to review current services and how they were managed. In addition it was an opportunity to simplify tool-set in use to reduce software and management costs.

We agreed the objective was to provide enterprise class Systems Management, provide single vendor solution and protect both land-based and shipping assets.

APPROACH

We ran initial workshops to determine what was currently in use at the company and how this compared with the current Microsoft offering – System Center 2012.

We also reviewed the Service Desk processes against current ITIL practices.

Lastly we designed and implemented a System Center 2012 solution tailored to our clients needs.

PROJECT DETAILS

Before defining technical delivery we reviewed Service Desk processes and amended with current ITIL practices. This was important to understand the current services and how they are perceived by the end-users. It also helped us understand the company culture before designing a System Center 2012 solution.

Recommended the User experience, Service Desk and Configuration Management Database (CMDB) would drive the resulting Systems Management solution.

We delivered a Proof of Concept System Center 2012 environment which allowed demonstration of the software capability and also provided a test environment to try any changes.

Lastly we designed and implemented a solution comprising of System Center Service Manager 2012, System Center Operations Manager 2012 and System Center Configuration Manager 2012. The combined solution would provide Desktop and Server Management, a CMDB and a Service Desk.

With technology in place we customised Service Manager in order to fulfil Service Desk workflows, followed by extensive training to the in-house team.

BENEFITS

The benefits of working with Beyond for this client were:

- Full systems visibility for the first time
- Single vendor solution, providing a single pane of glass for incident and problem management
- Opportunity to save costs by eliminating unnecessary products

THE RESULTS

System Center provided a leading edge Systems Management platform for future business operations.



if you'd like to know more about our services please call on

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or email us at

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Microsoft Partner

Gold Midmarket Solution Provider
Silver Software Asset Management
Silver Devices and Deployment
Silver Datacenter
Silver Messaging

