



## Corporate Expansion Through IT Efficiency

### ***Key Findings***

- A service provider's profitability and scalability depends on its ability to efficiently manage its IT resources.
- Achieving IT management efficiency requires building repeatability and automation into how the management products are used.
- Simplified IT customer addition and removal is achieved by the judicious use of monitoring technology and management portals.
- The most important part of system management is intelligent reporting of data that alerts to problems before they impact service levels.

## ***Company Background***

TietoEnator built its corporate mission on the idea that the world's economies will be based on an information society. In other words, all corporate products, solutions, and services will be manufactured, distributed, and consumed using digital information flowing across data networks. TietoEnator supports the achievement of this goal by consulting, developing, and hosting their customers' complicated core applications in data-intensive industries such as banking, healthcare, and telecommunications.

TietoEnator continues to be the preferred IT partner for Nordic clients because of its combination of traditional partnership services that take responsibility for customer IT functions and repeatable solution services that automate IT expertise about core applications in selected verticals.

## ***The Challenge***

Because TietoEnator services a range of customers, it must be flexible with its management architecture to match customer requirements. Some customers have existing management products that must be integrated with TietoEnator's management architecture. Some customers choose to migrate their entire management solution to TietoEnator's management architecture.

TietoEnator must manage a complex environment spanning approximately 30 mainframes and 3000 networked UNIX and Windows servers with only 20 operations folks focused on systems management full time distributed across two locations. The network is complicated by the fact that individual customers have their systems on individual networks. Also as a service provider, there are problems with similar server and domain names that span different customers. The monitoring tools must be designed to handle these naming conventions without generating conflicts.

Customer application architectures are also becoming more complex. Increasingly customers have modernized their core business applications with Metaframe or Websphere technology that span both the mainframe and distributed servers across an IP network. Thus, the company must now contend with the challenge of coordinating the efforts of different technology experts to resolve specific problems.

## ***The Solution***

TietoEnator uses BMC Remedy to coordinate daily operations and BMC Performance Manager to monitor the infrastructure. BMC Performance Manager sends events to the Remedy application, which generates trouble tickets for administrators to organize their work. The time taken to resolve each ticket is tracked and associated with the respective customer service level agreement.

TietoEnator was able to automate many of their system management routines with BMC solutions. For example, previously when a shift change occurred the administrator had to run several scripts and routines to determine the current state of the managed environment. This procedure was very time consuming. Today there is no need to run specialized scripts because the portal provides immediate access to everything that is occurring.

Future plans are to implement business service views to provide direct links between infrastructure events and the performance delivered to a particular customer.

### ***Benefits***

Before BMC products were first installed a single administrator was responsible for 20-30 servers. Today because of the efficiency gains due to management automation a single administrator can now be responsible for approximately 100 servers. This productivity improvement allows the company to profitably expand its customer base both in size and across many countries.

### ***Lessons Learned***

Because modern systems have so many items that can be monitored, the most important part of system management is not the ability to monitor but intelligent reporting of data that indicates problems before they impact service levels. Therefore, the first question to answer is: What are the real monitoring and reporting needs in the environment? Not every metric is a key early warning indicator. Discovering and using that indicator knowledge should be the primary goal of IT administrators.

Although both the company and the initial size of TietoEnator's market were small, they were still able to build a strategic relationship with BMC. TietoEnator's employee skill level with BMC products and its willingness to be early adopters of new management technologies in their production environment enabled it to build that relationship.

It is important to have management portals that can easily share management data with a wide variety of people. In TietoEnator's case, managing the addition and removal of customer access to management information was a key task. Portal technology simplifies this customer administration significantly.

Finally, it is extremely beneficial and provides significant customer relationship payoff for large complex environments to use as much agentless monitoring as possible. Agentless monitoring dramatically reduces the effort needed to upgrade and maintain management agents. It also makes customer addition and removal easier to manage with no agents installed at the customer site.

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**About the Author**

**Richard Ptak** has over 30 years experience in systems product management working closely with Fortune 50 companies in developing product direction and strategies at a global level. Previously Ptak held positions as senior vice president at Hurwitz Group and D.H. Brown Associates. Earlier in his career he held engineering and marketing management positions with Western Electric's Electronic Switch Manufacturing Division and Digital Equipment Corporation. His comments frequently appear in major business and trade press such as Investor's Business Daily, The New York Times, The Wall Street Journal, Business Week, ComputerWorld eWeek, and InformationWeek. He is the author of "Manager's Guide to Distributed Environments," (John Wiley & Sons, 1998). In addition, Ptak was technical editor of "Cisco Internet Architecture Essentials Study Guide: Cisco Internet Solutions Specialist" by Mathew Recore, Jeremy Laurenson, and Scott Herrmann (Cisco Press, 2002). Ptak holds a master's in business administration from the University of Chicago and a master of science in engineering from Kansas State University.

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