Building A Capacity Management Practice

The inside story of one IT organization’s success optimizing both service and cost
The mission: Ensuring high-quality, cost-efficient service delivery

Today’s digital businesses depend on service delivery excellence to keep customers happy and their revenues growing. At the same time, they must keep costs under control to work within tight capital and operational IT budgets. That’s the challenge addressed by Cerner’s capacity management team. This is the story of their success.

Our story begins with why Cerner established a capacity management practice.

Why create a capacity management practice? 01:20

The Role of Capacity Management
Bridging the business-IT gap

One of the biggest challenges facing many organizations is that I&O teams and business units simply don’t speak the same language. The first task for Cerner’s capacity management team was to help IT and the business communicate more effectively to build mutual understanding.

How do you bring IT and the business together? 02:24

The value of a Capacity Management practice
Right-sizing the team

You might think that a big company like Cerner would need to build an equally large oversized capacity management practice. In reality, a relatively small team turned out to be more effective.

What is the right talent and size for a capacity management team? 01:21

Cerner’s Capacity Management practice
Building relationships with business leaders

The key to any collaborative project is to get the right people talking to each other in the right way. Cerner’s capacity management team builds the kind of relationships that keep knowledge and insight flowing smoothly.

How can a capacity management team build trusted relationships?
Putting capacity management to work

A data-intensive company like Cerner can’t afford to get caught short on storage capacity—and that can make it all too easy to over-spend. Now the company has a way to give its business units exactly what they need.

How do you get clarity on IT resource capacity needed? 02:32

Capacity Management for Storage
Getting down to BizOps

We’ve all seen the way DevOps can help companies deliver better services, faster. Cerner took a similar approach to capacity management—helping business units and IT ops teams collaborate to create more accurate capacity plans, more quickly.

What is BizOps for capacity management? 02:18

BizOps for Capacity Management
Putting capacity management to work for on premises and cloud resources

Public cloud resources can be a boon to developers and business units, but it takes data to make the right decisions about which workloads to run on-premises and in the cloud. Cerner’s capacity management team provides guidance on how to make the best use each type of resource.

How do you make the right decisions about where to place infrastructure resources?

Capacity Management for Cloud
The mission guiding Cerner’s capacity management practice: helping IT and the business collaborate to ensure the right level of capacity for each service, at the right time, for the right cost.

What are the goals for a capacity management team? 00:38

Cerner’s Goals for Capacity Management
Finding the right tool for the job

Over the past 15 years, the Cerner capacity management team has used a variety of tools to analyze, optimize, and plan its resource utilization. Now TrueSight Capacity Optimization helps Cerner get the job done better than ever.

What is the value of TrueSight Capacity Optimization?
To learn how TrueSight Capacity Optimization can help you deliver the right capacity at the right time and cost for your organization, visit www.bmc.com/capacity

Learn more about how you can reduce infrastructure costs with TrueSight Capacity Optimization

TSCO datasheet:
TrueSight Capacity Optimization is a capacity management solution that aligns IT resources with service demands, optimizing resource utilization and reducing costs.

Read Datasheet

TSCO overview video:
See the highlights and value of TrueSight Capacity Optimization in this video overview.

Watch Video
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