Consistent management of IT infrastructure with manage now® NSM

Informatikzentrum Niedersachsen deploys seamless solution for optimal IT management

Informatikzentrum Niedersachsen – Landesbetrieb –

»The intelligent concept behind manage now® NSM makes it possible to achieve a significantly higher level of efficiency in the area of system management. Together with the short implementation time, this guarantees us a quick return on our investment.«

Bernd Wilhelm, System Management, Informatikzentrum Niedersachsen

→ **The Customer**

Informatikzentrum Niedersachsen (izn), Hannover

www.izn.de

→ **The Project**

Time- and work-saving network and system management

→ **The Solution**

Complete manage now® NSM IT management solution on PRIMERGY with Windows Server™ 2003

The sophisticated and complex requirements of izn customers had made network and system management extremely personnel-intensive and time-consuming. The management of izn had been relying on the service competence of Fujitsu Siemens Computers for years, which made it only natural for the company to turn to Fujitsu Siemens Computers again when it started to look for a more economical solution that would make work easier for the company's approximately 400 employees. The standardized package solution developed by Fujitsu Siemens Computers Professional Services, which features uniform architecture and a high

level of automation—manage now® NSM—helped izn achieve the desired results.

Informatikzentrum Niedersachsen (izn)

Founded in 1997, izn is a systems integrator that provides the State of Lower Saxony with IT and communication technology. The company's capacity for innovation, technological expertise and quality consulting services has made it a leading public sector IT service provider. Its list of clients includes not only Lower Saxony but also local municipalities in various states that appreciate not only the efficient and competent support they can count on from izn but also the wide of products and services the company offers.

Benefits for izn

□ More economical network and system management
□ Simplified, standardized processes to make work easier for personnel
□ Simple, efficient implementation of customer-specific features, possibility of offering new services
□ Convenient user interface, wide range of optional add-ons
□ Shorter implementation time
□ Faster Return on Investment (ROI)

Project overview

□ Introduction of manage now® NSM IT management solution
□ Hardware: PRIMERGY RX300 S2
□ Middleware: Unicenter network and system management, management portal
□ Operating system: Windows Server™ 2003
□ Database: Microsoft SQL 2000
□ Additional manage now® service packages: Policy expansion to integrate SAN monitoring, integration of Unicenter management portal

The goal: Optimal cost–benefit ratio for IT infrastructure management

Management structures have become so complex that IT personnel are confronted with a series of challenges when it comes to network and system management. They have to be able to control and monitor operational resources and processes, deal with changes in the company's needs profile as they occur and handle incidents quickly and efficiently, to mention only a few major issues. However, it frequently happens that customer wishes cannot be economically implemented, and that's why izn looked for a solution that would make it possible to strike an ideal balance between costs and benefits.

A custom approach to standardization— The solution

With its manage now® NSM Professional Services solution, Fujitsu Siemens Computers delivered the ideal package to meet the needs of izn. manage now® NSM features standardized operation that can be quickly modified as well as a completely documented environment based on the existing Unicenter® that can be used in the near term. At the same time, manage now® NSM comes with many functional improvements and add-ons—for example, functional components for processing reports, a lifecycle feature to import and process objects as well as standardized agent configuration, which was exactly what izn was looking for. In addition, the module-specific HTML-based online documentation is precisely tailored to the individual installation. And, last but far from least, manage now® NSM makes the management component significantly more stable and integrates the improvements and enhances the functions of Fujitsu Siemens Computers Professional Services.

The IT professionals of izn now require less time to handle their complicated workload and can count on maximum security. Precisely structured and automated monitoring processes combine with an optimum flow of information to permit fast, efficient reaction to any situation. Further benefits include dialog-controlled configuration processes, a standardized, automated installation routine and in-depth training for personnel that made it possible to deploy the system quickly and easily within a matter of a few days. manage now® NSM is perfectly integrated into the existing IT environment, and izn can count on this intelligent solution and fast implementation to achieve a quick return on investment (ROI).

The use of additional manage now® modules to monitor virtual instances under VMware®, Microsoft® Exchange Servers and Microsoft clusters based on PRIMERGY Servers is also possible as is the integration of Microsoft Operations Manager.

When it comes down to the bottom line, manage now® will make izn an even more attractive partner for present customers and allow the company to expand its customer base by offering additional services.