CA NIMSOFT

Insight Management Services Case Study

INSIGHT MANAGEMENT SERVICES

With more than 5,400 employees and 22 operational centers worldwide, Insight serves more than 70,000 client organizations in 180 countries—truly living up to its name as a global provider of information technology, hardware, software and service solutions. Insight retains more than 2,300 product and industry certifications, partners with 5,000 manufacturers and ranks among the Fortune 500. As a technology-driven company, Insight deploys internally what it sells externally; that is, it combines the latest IT software and equipment with services to maximize its own productivity and that of client companies.

Insight's world-class Remote Network Operations Center (RNOC) uses advanced infrastructure and IT management services to provide 24x7 proactive monitoring solutions for client network infrastructures and systems, including routers, switches, wireless, servers, IP telephony, contact center systems, video conferencing and security devices. Their robust, rapid and reliable monitoring of a global infrastructure encompassing more than 1,000 disparate server operating systems and platforms is integral to successful RNOC operations.

DESIGNING A SERVICE MANAGEMENT SOLUTION

As a technology leader, Insight continually seeks to optimize operations through innovative solutions; RNOC monitoring services are no exception. Given the magnitude and diversity of its own and client networks, it is mission-critical to ensure monitoring, notification and escalation functions are as proactive and powerful as possible. With that in mind, the Insight IT team led by director Mathew Skaff determined that a new solution incorporating both internal services and the CA Nimsoft Service Desk platform and CA Nimsoft Monitor would provide the leading, next-generation service management solution required.

"RNOC services for tool support and proactive monitoring along with the CA Nimsoft platform of default probes and built-in ability for customization creates a robust infrastructure with extensive reach and depth," says Mathew Skaff. The team began the fairly complex process of building the solution, which included architecture, engineering and project management expertise to ensure correct deployment across different makes, models and operating systems, both within Insight and across the client spectrum.

IMPLEMENTING THE SOLUTION

The solution incorporated distinctive key elements that were essential for optimizing its performance. First, customized probes were developed to provide advance alerts before system interruption. Based on predefined issue thresholds, the probes facilitate faster resolution times. Second, synthetic transactions or customer service monitoring and alerting were specified. Deployed across individual machines, the proactive alerts speed up the resolution process. Third, the team developed key escalation processes and increased critical knowledge of the existing environment; this created a 24x7 model for global support with escalation points for rapid incident resolution.

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Once specific options were determined, teams collaborated to set up the core infrastructure with maximum functionality. Working alongside Insight the CA Nimsoft team assisted with the overall installation, software set up and training. Nimsoft's intuitive interfaces and customizable configuration improve service management productivity and total cost of ownership (TCO); Insight IT built the back-end infrastructure and customized monitoring while managing the project; and within the RNOC, process design monitoring specifics and tool use were defined.

From a client perspective, the solution is right for virtually any infrastructure. Again Skaff says, "Because the solution integrates into existing product sets and provides powerful monitoring probes across different technologies, clients are assured of enhanced and improved 24x7 service that monitors alerts, resolves issues and escalates as needed.

MEASURING OUTCOMES

The solution's lasting value is demonstrated by results already realized: both Insight divisions and client systems have experienced increased uptime and decreased outages; captured trending and reporting on performance metrics and implemented forecasting with an improved understanding of existing environments and resource utilization—all tangible results of a truly proactive monitoring solution.

The solution sets a new standard for Insight RNOC monitoring services. With more than 1,000 internal and external applications the solution's easily adaptable, customizable performance manages and protects diverse infrastructure with extraordinary dependability.

INSIGHT – A WORLD OF TECHNOLOGY RESOURCES

- Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations
- $5.3 billion in revenue in 2012
- 5,400 teammates worldwide
- Operations in 23 countries, serving clients in 191 countries
- 2,300+ product and industry certifications
- Global software reseller
- Software lifecycle support for 80 percent of global Fortune 500
- Number 470 on the 2013 Fortune 500
- Services to plan, deploy, operate and refresh IT
- More than 1,100 consulting and service professionals

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