CASE STUDY

A leading life insurance firm upgrades System Center Operations Manager (SCOM) to increase agility of its application and server infrastructure

Enhances resource utilization of servers and applications, and reduces downtime

About the Client

The client is a leading privately-owned life insurance company in India. It is a joint venture between one of the biggest Indian private sector banks and an FTSE 100 international investment, savings, insurance, and banking group based in South Africa. The client offers various protection plans, savings and investment plans, and child and retirement plans as part of their portfolio.

Goals

IMPLEMENTATION OF SCOM FOR PERFORMANCE MONITORING

The client's existing application performance and server infrastructure monitoring solution was outdated hampering the organization's business performance. In the absence of the latest state of the art monitoring solution and resource skillset to manage it, the customer's IT team could not conduct accurate root-cause analysis (RCA) of performance issues. Performing proper health checks of their existing server and application infrastructure was also a challenge. As a result, the overall responsiveness of their IT team was impacted, with the team spending long hours troubleshooting and trying to identify the source of issues.

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DELIVERING SEAMLESS IT MONITORING AND MANAGEMENT SOLUTIONS

The client was looking for a specialist partner to set up System Center Operations Manager (SCOM) to enable monitoring of its various servers and business-critical applications. Microland's vast expertise in implementing SCOM for all types of applications and servers helped clinch the deal. Leveraging our deep domain knowledge, we designed the SCOM solution with best practices and recommendations in line with Microsoft guidelines.

Transformation

DEPLOYING SCOM FOR SEAMLESS PERFORMANCE MONITORING

The initial assessment identified several gaps from a solution perspective:

- SCOM 2012 R2 was required for transformation; however, the client did not have the necessary skill sets in place to design and deploy the SCOM 2012 R2 solution

Technology in Scope

- Monitoring solution - Microsoft System Center Operations Manager 2012 R2
- Database server - Microsoft SQL Server 2012
- Server operating system - Microsoft Windows Server 2012 R2
- Ticketing solution - Microland smartCenter

Scale of the Existing Infrastructure

- 300 Windows servers
- 35 Unix and Linux servers
- 40 .net IS applications

- A monitoring solution was required to monitor Windows/AIX servers across different Active Directory forest and demilitarized zone (DMZ) networks
- The monitoring solution and ITSM platform needed to be integrated for alert-based automated ticket generation

Our standardized four-phase approach was deployed to achieve the business objectives of the project as described in Figure 1. Microland's proprietary smartCenter ticketing tool played an integral and critical part in overhauling and automating the existing ticket generation system as well.

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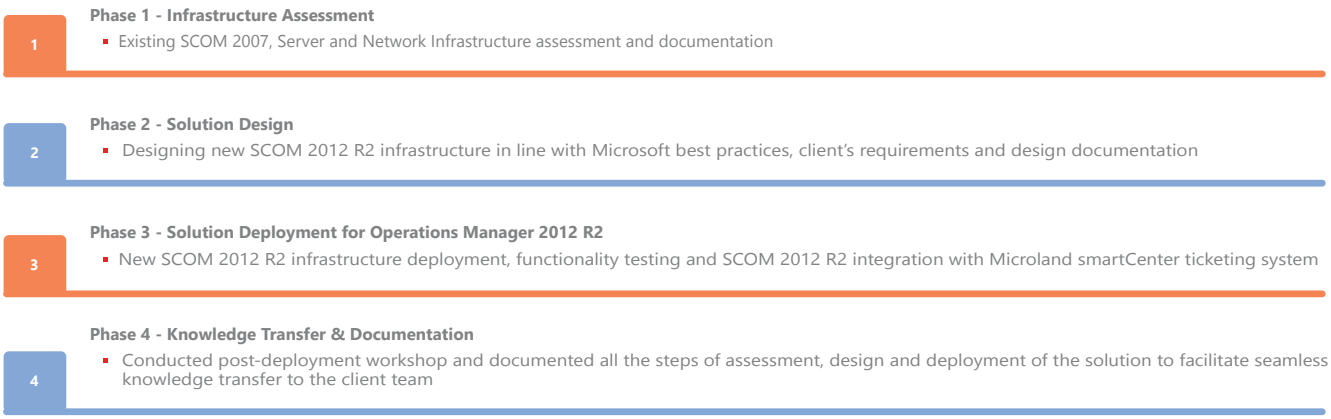

Figure 1: Four-phase approach to deploying SCOM

Seamless migration of SCOM infrastructure simplified the monitoring procedure for servers and applications, thus improving business agility for the client. Efficient monitoring with timely resolution of issues enhanced end user experience and improved brand reputation. Some of the key business benefits delivered to the client included:

- Proactive monitoring of IIS-based .NET applications and server infrastructure across different Active Directory domains to identify application code-level performance/configuration issues.
- Automated ticket generation with integration of Microland smartCenter and SCOM 2012 R2 to reduce time spent in troubleshooting/identifying root cause of issues.

Outcomes

ENHANCING BUSINESS PERFORMANCE THROUGH EFFICIENT MONITORING

Auto-remediation through SCOM for known issues reduced administrative overheads and problem resolution time. The client was able to realize the following key business outcomes as a result of this engagement:

Enhanced Agility

- Reduced time taken to resolve issues due to the efficient monitoring solution and resource up-skilling

Superior User Experience

- CSAT went up from 4.5 to 5
- Productivity of application team improved as the source of application-related issues were clearly identified

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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